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ABSTRACT

This curriculum guide was designed as a career development program for the Civil Service Employees Association and Faculty Student Association workers at the State University of New York College at Brockport. It encompasses both the broad-based goals delineated by the National Workplace Literacy Program and the specific competencies needed by this particular group of employees to maintain and improve their employment status. The curriculum contains an integrated set of objectives that incorporate reading, writing, oral, aural, and arithmetic skills through the use of on-the-job materials likely to be encountered by the workers. The curriculum guide first presents one-page summaries of the program goals in reading, writing, oral and aural communications, and mathematics, then lists 40 general job competencies and 46 competencies for physical plant employees. The job competencies for physical plant employees are organized into four categories: (1) 29 competencies applicable to all physical plant staff; (2) 3 competencies for academic and dormitory maintenance staff; (3) 9 competencies for custodial staff; and (4) 4 competencies for groundskeeping staff. Job competencies include a description of the competency and performance objectives describing specific knowledge that workers must possess and how that knowledge will be demonstrated. (KC)

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ED 377 351

The Promote Yourself Career Development Program

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November, 1994

Curriculum

State University of New York College at Brockport
Civil Service Employees Association
Faculty Student Association

CE067784

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STATE UNIVERSITY OF NEW YORK AT BROCKPORT

PROMOTE YOURSELF! CAREER DEVELOPMENT PROGRAM CURRICULUM

Designed by
Debra J. Housel, M.S.Ed.
August 31, 1993

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Patti King-Walter played an instrumental part in the development of this curriculum. She spent many hours shadowing workers, collecting source documents, and tracking down information. She also reviewed the rough draft of the curriculum and gave her professional opinion.

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CURRICULUM OVERVIEW

The curriculum for the Promote Yourself Career Development Program for the Civil Service Employees Association at the State University of New York College at Brockport and Faculty Student Association workers encompasses both the broad-based goals delineated by the National Workplace Literacy Program and the specific competencies needed by this particular set employees to maintain and improve their employment status. Since job-related tasks are not compartmentalized, neither could this curriculum be; instead, it establishes an integrated set of objectives which incorporate reading, writing, oral, aural, and arithmetic skills through the use of on-the-job materials likely to be encountered by the workers.

Since the program's instruction is offered through individualized one-to-one tutoring sessions, it is imperative that the tutor select the necessary skills to be developed in an Individualized Educational Plan (IEP) from the competencies detailed in this document. Each competency is independent of the others; no competency is a prerequisite for another. They are lettered only for identification purposes and do not imply sequencing.

PROGRAM SUMMARY: READING GOALS*

The learner will

1. Use prior knowledge and personal experience while reading
2. Develop a variety of strategies to construct meaning from a text
3. Use critical thinking, decision-making, and problem-solving skills when reading
4. Increase reading comprehension
5. Check comprehension and change strategies if the text does not make sense
6. Apply reading skills to work contexts
7. Follow written directions to accomplish tasks
8. Utilize the following reference materials with confidence: table of contents, index, glossary, dictionary, directories, and telephone book
9. Obtain information from tables, diagrams, and charts

*Within each job competency, these goals are further clarified as specific objectives wherever applicable.

PROGRAM SUMMARY: WRITING GOALS*

The learner will

1. Write the letters of the alphabet legibly in either manuscript or cursive
2. Write numerals legibly
3. Possess a working knowledge of standard written English, including grammar, usage, and sentence structure
4. Revise and edit writing to perfect grammar, usage, sentence structure, and organization
5. Follow the steps of the writing process: rehearsing, drafting, revising, editing, and publishing
6. Write with an understanding of audience and tone
7. Compose effective business communications

*Within each job competency, these goals are further clarified as specific objectives wherever applicable.

PROGRAM SUMMARY: ORAL/AURAL COMMUNICATIONS GOALS*

The learner will

1. Demonstrate good listening and speaking skills during conversations with supervisors, coworkers, and clients/customers

2. Listen and speak to gain information and clarify meaning in work contexts

3. Give and follow oral instructions

4. Listen for and relate essential information

5. Use critical thinking, decision-making, and problem-solving skills

6. Use appropriate, professional language when speaking in a variety of situations

*Within each job competency, these goals are further clarified as specific objectives wherever applicable.

PROGRAM SUMMARY: MATHEMATICS GOALS*

The learner will

1. Understand the concepts of whole numbers, decimals, fractions, percentages, ratios and proportions

2. Complete algorithms using addition, subtraction, multiplication, and division of whole numbers, decimals, fractions, mixed numbers, and percents

3. Use mathematics to solve problems, including algebra and geometry when applicable

4. Perform mental computations which require estimation

5. Effectively use a calculator

6. Increase overall mathematical reasoning, critical-thinking, and problem-solving skills

*Within each job competency, these goals are further clarified as specific objectives wherever applicable.

JOB COMPETENCIES FOR FACULTY STUDENT ASSOCIATION EMPLOYEES

COMPETENCY A

Job Title: All FSA Workers

Job Competency: Completes a W-4 form with a minimum of 95 percent accuracy

Performance Objectives

1. Understands why employers require that they fill out a W-4 form

    1.1 Realizes there are two different income taxes
        1.1.1 State
        1.1.2 Federal
    1.2 Knows that employer must withhold these taxes from paychecks

2. Comprehends the terminology used on a W-4:

withholding	nonwage income	exempt status
exemptions	allowances	IRS
dependent	itemized deduction	certify
tax liability	penalties	exceed(s)
perjury	nonresident alien	estimate
interest income	year-end tax bill	alimony
entitled	adjustments to income	dividends
	charitable contributions	
	dependent care expenses	
	deductible IRA contributions	

    2.1 Refers to a dictionary to locate definitions
    2.2 Finds IRS toll-free number on W-4 form
        2.2.1 Calls for clarification when terms are not delineated by dictionary

3. Able to follow complex, multi-step written directions

    3.1 Grasps mathematical concepts of "greater than," "less than," and "equal to"
    3.2 Rereads directions to be certain that correct action is being taken
    3.3 Identifies when to use the Two Earner/Two Job worksheet
        3.3.1 Utilizes Two Earner/Two Job worksheet tables
            3.3.1a Distinguishes how to use each table based on restrictions stated in the table headings
            3.3.1b Identifies where an income falls within a given range
            3.3.1c Selects correct dollar amount from

a two-column, twelve-row table

3.3.2 Performs manual computations to arrive at answer
- 3.3.2a Multiplies whole numbers
- 3.3.2b Adds whole numbers
- 3.3.2c Subtracts whole number
- 3.3.2d Divides whole numbers

3.3.3 Utilizes calculator to verify the answers

3.3.4 Transfers information to appropriate line on the W-4 form

3.4 Decides when to use the Deductions and Adjustments worksheet

3.4.1 Performs manual computations to arrive at the precise answer
- 3.4.1a Converts percents to decimals
- 3.4.1b Multiplies whole numbers & decimals
- 3.4.1c Adds whole numbers & decimals
- 3.4.1d Subtracts whole numbers & decimals
- 3.4.1e Divides whole numbers & decimals
- 3.4.1f Rounds dollar amounts to the hundredths place
- 3.4.1g Drops fractions when necessary

3.4.2 Utilizes calculator to verify the answers

3.4.3 Transfers information to appropriate line of the W-4 form

4. Double checks all work to verify data prior to signing and submitting the W-4 form

COMPETENCY B

Job Title: All FSA Workers

Job Competency: Completes an IT-2104 form with a minimum of 95 percent accuracy

Performance Objectives

1. Understands why employers require that they fill out an IT-2104 form

   1.1 Realizes there are two different income taxes
       1.1.1 State
       1.1.2 Federal
   1.2 Knows that employer must withhold these taxes from paychecks

2. Comprehends the terminology used on an IT-2104:

obsolete	adjusted gross income	underwithholding
computing	withholding	full-time student
claiming	tax liability	credits
itemize	deductions	verify
imposed	penalties	allowances
estimated	voucher	

   2.1 Refers to a dictionary to locate definitions
   2.2 Finds toll-free number on IT-2104 form
       2.2.1 Calls for clarification when terms are not delineated by dictionary

3. Able to follow complex, multi-step written directions

   3.1 Grasps mathematical concepts of "greater than," "less than," and "equal to"
   3.2 Rereads directions to be certain that correct action is being taken

4. Completes worksheet(s) to figure withholding allowances

   4.1 Identifies which of the three worksheets is applicable
       4.1.1 Performs manual computations to complete Parts I and II on worksheets
           4.1.1a Multiplies whole numbers & decimals
           4.1.1b Adds whole numbers & decimals
           4.1.1c Subtracts whole numbers & decimals
           4.1.1d Divides whole numbers & decimals

4.1.1e Rounds dollar amounts to the hundredths place

4.1.1f Drops fractions when necessary

4.1.2 Utilizes calculator to verify the answers

4.2 Transfers information to appropriate line of the IT-2104 form

5. Double checks all work to verify data prior to signing and submitting the IT-2104 form

COMPETENCY C

Job Title: All FSA Workers

Job Competency: Understands all information shown on the biweekly FSA Statement of Earnings and Deductions form with a minimum of 90 percent accuracy

Performance Objectives

1. Knows the meaning of all the abbreviations used on the FSA Statement of Earnings and Deductions form:

Federal Inco	Federal FICA	Medicare Wit
NY State Inco	NY SDI	Medical-S
Vision-S	Brockport Cre	Union Pensio

2. Gives the definitions for all of the terms used on the FSA Statement of Earnings and Deductions form:

period earnings	hours	rate	amount
description	gross	net	period
earnings	deductions		
union dues	year to date amount		

3. Calculates gross pay

   3.1 Uses formula: hours worked x pay rate = gross pay
      3.1.1 Mentally estimates correct answer
         3.1.1a Rounds amounts to nearest whole dollars
      3.1.2 Performs mental or manual computations to arrive at the precise answer
         3.1.2a Multiplies decimals
         3.1.2b Rounds dollar amounts to the hundredths place
      3.1.3 Utilizes calculator to verify the answer

4. Calculates net pay

   4.1 Uses formula: gross pay - total deductions = net pay
      4.1.1 Mentally estimates correct answer
         4.1.1a Rounds amounts to the nearest whole dollar
      4.1.2 Performs manual computations to arrive at the precise answer
         4.1.2a Adds decimals
         4.1.2b Subtracts decimals
      4.1.3 Utilizes calculator to verify the answer

5. Explains the difference between weekly and biweekly pay periods

6. Realizes what to do when a paycheck has been misplaced or contains an error

   6.1 Notifies Payroll Department immediately
   6.2 Accurately explains the problem
   6.3 Follows the directions given to rectify the problem

COMPETENCY D

Job Title: All FSA Workers

Job Competency: Comprehends the FSA Contract (CSEA Agreement) with a minimum of 85 percent accuracy

Performance Objectives

1. Locates information in the contract booklet

    1.1 Uses table of contents
        1.1.1 Scans headings in table of contents
        1.1.2 Finds article under category heading
        1.1.3 Locates page number for information needed
        1.1.4 Selects alternative category heading if first source does not yield the necessary information

2. Comprehends the terminology used in the FSA Contract

    2.1 Understands the necessary vocabulary, including, but not limited to:

exclusive	collective bargaining	w/out cause
compulsory	outpatient rider	discriminate
steward	indefinite layoff	seniority
grievance	bargaining unit	jurisdiction
designated	direct line of promotion	conventions
encumber	benefits accrued	conferences
seminar	disability benefits	probationary
notified	preceding paragraphs	exceeding
reverse	workers' compensation	voluntarily
guidelines	gainful employment	feasibility
obligation	displacement rights	exclude/ing
accordance	certified mail	declined
acknowledge	return receipt requested	contribution
provisions	subsequent year	pension
deadline	job classifications	co-pay
entitled	qualifications	maximum
supplement	proportionately	sufficient
accumulated	exhausted (depleted)	beneficiary
summoned	premium hours	discretion
discipline	bona fide effort	duration
suspended	withheld amount	mediation
waived	reimbursable amount	demotion
pro-rata	"bumping" rights	alleging
increments	expiration date	successive
recourse	mutual consent	arbitrator
impartial	simultaneously	retroactive
accrual	anniversary date of hire	

2.1.1 Writes the definitions of terms in own language
- 2.1.1a Uses contextual clues to unlock meanings
- 2.1.1b Uses dictionary when necessary
- 2.1.1c Paraphrases reference information

2.2 Discriminates between the meanings of similar terms:

part time/full time
strike/lockout
working days/consecutive days/aggregate days
fiscal year/contract year/calendar year
transfer/displacement
discharge/layoff
union-sponsored/employer-sponsored
acquiring seniority/retaining seniority

2.2.1 Generates written comparison explaining in own words how the specified terms differ
- 2.2.1a Uses contextual clues to unlock meanings
- 2.2.1b Uses dictionary when necessary
- 2.2.1c Paraphrases reference information

3. Discriminates between types of time off

3.1 Selects correct type in a variety of given situations
- 3.1.1 Chooses vacation time when appropriate
- 3.1.2 Chooses personal time when appropriate
- 3.1.3 Chooses sick time when appropriate

3.2 Knows the amount of days allotted for each category

3.3 Explains how to request time off for a death in the family or jury duty

3.4 Names the organization's "recognized" holidays

4. Discerns hierarchy in job classifications listing

5. Finds pay rate on a given date for different job classifications

5.1 Selects the correct six-column, five-row table to use for date
- 5.1.1 Pinpoints a date within a given range

5.2 Locates intersection of proper row and appropriate column

6. Lists in order the steps to follow in the grievance process

- 6.1 Researches grievance procedures
  - 6.1.1 Locates information in the contract by using the table of contents
    - 6.1.1a Scans category headings in the table of contents
    - 6.1.1b Locates page number for grievance information
    - 6.1.1d Selects alternative headings if first source does not yield the necessary information
- 6.2 Writes legibly using either manuscript or cursive
- 6.3 Spells item names correctly
  - 6.3.1 Knows how to look up words in a dictionary

COMPETENCY E

Job Title: All FSA Workers

Job Competency: Comprehends the FSA benefits package for full-time employees with a minimum of 90 percent accuracy

Performance Objectives

1. Understands the necessary vocabulary, including, but not limited to:

seniority	allotted a fixed sum	consecutive
criteria	probationary period	separates (leaves)
enroll	premium cost	eligibility
reimburse	COBRA benefits	acknowledgement
deductions	contribution	waives
accumulate	medical release	medical excuse
sick pool	notification	respectively

   1.1 Defines terms in own language
      1.1.1a Uses contextual clues to unlock meanings
      1.1.1b Uses dictionary when necessary
      1.1.1c Paraphrases reference information

2. Identifies the nine benefit areas for which a full-time employee is eligible

   2.1 Lists retirement, health insurance, vision care, dental care, sick leave/disability, personal leave, holiday pay, and vacation time
   2.2 Summarizes important details of each benefit area
      2.2.1 Distinguishes between essential and non-essential data

3. Calculates the total amount of annual contributions to retirement fund (Travelers Pension Plan)

   3.1 Realizes that both self and employer contribute to retirement fund
   3.2 Uses formula: salary x 2% = employee contribution
      3.2.1 Mentally estimates correct answer
      3.2.2 Performs manual computations to arrive at the precise answer
         3.2.2a Converts percentage to decimal equivalent
         3.2.2b Multiplies gross annual salary by decimal
         3.2.2c Rounds dollar amounts to the hundredths place
      3.2.3 Utilizes calculator to verify the answer

3.3 Uses formula for corresponding year: salary x 4% = 1993 employer contribution; salary x 5% = 1994 employer contribution; salary x 6% = 1995 employer contribution
- 3.3.1 Mentally estimates correct answer
- 3.3.2 Performs manual computations to arrive at the precise answer
  - 3.3.2a Converts percentage to decimal equivalent
  - 3.3.2b Multiplies gross annual salary by decimal
  - 3.3.2c Rounds dollar amounts to the hundredths place
- 3.3.3 Utilizes calculator to verify the answer

3.4 Adds employee contribution and employer contribution

4. Understands how employee and employer split the cost of vision care premiums

4.1 Recognizes that both self and employer contribute to vision care premiums

4.2 Uses formula: 1/3 x premium cost = employee contribution
- 4.2.1 Mentally estimates correct answer
- 4.2.2 Performs manual computations to arrive at the precise answer
  - 4.2.2a Converts fraction to decimal equivalent
  - 4.2.2b Multiplies total vision care premium by decimal
  - 4.2.2c Rounds dollar amounts to the hundredths place
- 4.2.3 Utilizes calculator to verify the answer

4.3 Uses formula: 2/3 x premium cost = employer contribution
- 4.3.1 Mentally estimates correct answer
- 4.3.2 Performs manual computations to arrive at the precise answer
  - 4.3.2a Converts fraction to decimal equivalent
  - 4.3.2b Multiplies total vision care premium by decimal
  - 4.3.2c Rounds dollar amounts to the hundredths place
- 4.3.3 Utilizes calculator to verify the answer

5. Understands how employee and employer split the cost of health insurance premiums

5.1 Recognizes that both self and employer contribute to health insurance premiums

5.2 Uses formula: 1/4 x premium cost = employee

contribution (for Blue Choice or Comprehensive Plus)
Uses formula: 1/3 x premium cost = employee contribution (for Blue Million)
5.2.1 Mentally estimates correct answer
5.2.2 Performs manual computations to arrive at the precise answer
5.2.2a Converts fraction to decimal equivalent
5.2.2b Multiplies total insurance premium by decimal
5.2.2c Rounds dollar amounts to the hundredths place
5.2.3 Utilizes calculator to verify the answer

5.3 Uses formula: 3/4 x premium cost = employer contribution (for Blue Choice or Comprehensive Plus)
Uses formula: 2/3 x premium cost = employer contribution (for Blue Million)
5.3.1 Mentally estimates correct answer
5.3.2 Performs manual computations to arrive at the precise answer
5.3.2a Converts fraction to decimal equivalent
5.3.2b Multiplies total insurance premium by decimal
5.3.2c Rounds dollar amounts to the hundredths place
5.3.3 Utilizes calculator to verify the answer

6. Comprehends how dental care reimbursement plan works

6.1 Defines procedures to utilize dental care
6.1.1 Receives dental care
6.1.2 Submits bill to address given
6.1.3 Anticipates reimbursement within two weeks

6.2 Realizes that all dental bills in excess of the contractually allotted annual fixed sum ($125 w/o dependents; $150 w/dependents) must be paid for completely by employee

7. Describes the provisions of the Zurich Disability Insurance plan

7.1 Locates corresponding paragraph in the CSEA Agreement (FSA Contract)
7.1.1 Uses table of contents
7.1.1a Scans headings in table of contents
7.1.1b Finds article under category heading (sick leave)
7.1.1c Locates page number for information needed
7.1.1d Selects alternative category

heading if first source does not yield the necessary information

7.2 Explains the important details of the insurance
  7.2.1 Distinguishes between essential and unessential details
7.3 Determines if an employee would be eligible to receive disability pay in each of a variety of written scenarios

8. Discerns when to use sick time, personal leave time, and vacation time

8.1 Locates rules for each in the CSEA Agreement (FSA Contract)
8.2 Summarizes the important details of each type of leave time
8.3 Selects appropriate type of leave to request given a variety of written scenarios

9. Outlines the rules for receiving holiday pay, jury duty, and death in the family allotment

9.1 Locates rules for each in the CSEA Agreement (FSA Contract)
  9.1.1 Uses table of contents
    9.1.1a Scans headings in table of contents
    9.1.1b Finds article under category heading
    9.1.1c Locates page number for information needed
    9.1.1d Selects alternative category heading if first source does not yield the necessary information
9.2 Decides how many days could be taken with pay in each of a variety of written scenarios

COMPETENCY F

Job Title: All Part-time FSA Workers

Job Competency: Comprehends the FSA benefits package for part-time employees with a minimum of 90 percent accuracy

Performance Objectives

1. Reads FSA Part-time Benefits Package booklet

    1.1 Understands the necessary vocabulary, including, but not limited to:

criteria	probationary period	separates (leaves)
enroll	premium cost	eligibility
reimburse	COBRA benefits	acknowledgement
deductions	management discretion	state-mandated
facility	cost containment	rollover option
increments	advance (pay ahead)	fiscal year
utilized	grandfather clause	reserves
accumulate	follow-up	monitor
notify	outstanding balance	operational

    1.2 Defines terms in own language
        1.2.1a Uses contextual clues to unlock meanings
        1.2.1b Uses dictionary when necessary
        1.2.1c Paraphrases reference information

2. Identifies the five benefit areas for which a part-time employee is eligible

    2.1 Lists health insurance, holiday pay, sick time, parking fees, and free meals
    2.2 Summarizes important details of each benefit area
        2.2.1 Distinguishes between essential and non-essential data

3. Delineates the rules for receiving holiday pay and using sick time

    3.1 Locates the rules for each in the FSA Part-Time Benefit Packages booklet
        3.1.1 Skims the headings at the top of each page
    3.2 Specifies the employee requirements listed for each benefit
    3.3 Specifies the employer requirements listed for each benefit
    3.4 Decides if an employee would receive holiday pay or sick time in each of a variety of written scenarios

COMPETENCY G

Job Title: All FSA Workers

Job Competency: Evaluates the differences between the health insurance plans offered by employer with a minimum of 90 percent accuracy

Performance Objectives

1. Assesses own situation to determine insurance needs

    1.1 Decides if a single, two-person, family , or family w/no spouse type of plan is best for self
    1.2 Analyzes what specific types of medical services are most frequently needed by self (and family, if applicable)
    1.3 Determines which coverages are most desirable for self (and family, if applicable)
        1.2.1 Doctor's care
        1.2.2 Hospital inpatient/outpatient services
        1.2.3 Maternity care
        1.2.4 Emergency care
        1.2.5 Mental health care
        1.2.6 Alcoholism/substance abuse
        1.2.7 Vision care
        1.2.8 Prescription rider
        1.2.9 Health and wellness programs
        1.2.10 Extended medical benefits

2. Researches the three health insurance plans available: Blue Million, Blue Choice, or Comprehensive Plus

    2.1 Determines the advantages and disadvantages of each plan
        2.1.1 Compares the coverages listed in the Benefits Summary foldout charts included with each plan packet
            2.1.1a Matches categories on charts
            2.1.1b Determines if one plan offers greater benefits in an area of interest
        2.1.2 Refers to the Provider Directory included with each plan packet to determine if current physician(s) are participating provider(s)
            2.1.2a Realizes the directory is arranged alphabetically by doctor specialty
            2.1.2b Scans directory to the alphabetic region of physician specialty (i.e. pediatrics)

2.1.2b1 Memorizes alphabet
2.1.2b2 Realizes what letters come before the doctor's specialty in the alphabet
2.1.2b3 Realizes what letters come after the doctor's specialty in the alphabet
2.1.2b4 Recognizes doctor's name within a category

2.1.2c If unable to find own doctor's name, continues to search by selecting alternative specialty categories (i.e. family practice, general practice, internal medicine) until all options are exhausted

2.1.2d Where applicable, attends to the footnotes signified by the printed crosses or asterisk beside the doctor's boldfaced name

2.1.2e Refers to segmented listings (located in the very back of the directory) for consulting health professionals, eye care specialists, optical providers, and referral specialists

3. Calculates the annual amount deducted from paycheck for health insurance premiums

3.1 Performs computations to fill in health insurance worksheet

3.1.1 Uses formula: monthly premium x no. of months = total annual cost
3.1.1a Multiplies whole numbers
3.1.1b Multiplies decimals
3.1.1c Rounds to the hundredths place

3.1.2 Uses formula: total cost x 25% = employee annual cost (Blue Choice or Comprehensive Plus) OR uses formula: total cost x 33 1/3% = employee annual cost (Blue Million)
3.1.2a Converts percentage to a decimal
3.1.2b Multiplies decimals
3.1.2c Rounds to the hundredths place

4. Calculates the annual amount contributed by the organization to health insurance premiums

4.1 Performs computations to fill in health insurance worksheet

4.1.1 Uses formula: monthly premium x no. of months = total annual cost
- 4.1.1a Multiplies whole numbers
- 4.1.1b Multiplies decimals
- 4.1.1c Rounds to the hundredths place

4.1.2 Uses formula: total cost x 75% = employer annual cost (Blue Choice or Comprehensive Plus) OR uses formula: total cost x 66 2/3% = employer annual cost (Blue Million)
- 4.1.2a Converts percentage to a decimal
- 4.1.2b Multiplies decimals
- 4.1.2c Rounds to the hundredths place

5. Decides which health insurance plan to choose

5.1 Selects two plans

5.2 Compares the costs of each plan

5.2.1 Completes the health insurance worksheet for each plan under consideration

5.2.2 Performs calculations in step-by-step order as listed on the health insurance worksheet to determine cost to self of each plan under consideration
- 5.2.2a Multiplies whole numbers
- 5.2.2b Multiplies decimals
- 5.2.2c Converts percentages to their decimal equivalents
- 5.2.2d Adds decimals
- 5.2.2e Subtracts decimals
- 5.2.2f Divides decimals
- 5.2.2g Rounds answers to the hundredths place

5.2.3 Understands that co-pays are paid in addition to insurance premiums

5.3 Remembers to weigh the importance of extra services, coverage, or benefits (if any) of the more expensive plan

5.4 Repeats process to compare additional plans if desired

COMPETENCY H

Job Title: All FSA Workers

Job Competency: Completes an insurance claim form with a minimum of 90 percent accuracy

Performance Objectives

1. Understands the purpose for completing the form

    1.1 Distinguishes between claim forms: dental, health, and prescription
    1.2 Realizes which forms bring direct payment to the provider and which will bring a reimbursement check to self
        1.2.1 Includes all receipts when necessary
            1.2.1a Knows when to keep receipts

2. Completes personal data requested in an appropriate manner

    2.1 Uses black or blue ink, not red ink or pencil
    2.2 Memorizes social security number
    2.3 Prints legibly in manuscript letters
    2.4 Fills in only the specified areas, omitting all areas that must be left blank
        2.4.1 Recognizes printed details which highlight the information that must be provided by the insured
            2.4.1a Boldface
            2.4.2b Typeset in a second color
            2.4.3c Boxes with darkened borders which serve to separate sections of the form

3. Verifies that all information entered is correct

    3.1 Routinely double checks all data

COMPETENCY I

Job Title: All FSA Workers

Job Competency: Summarizes the Employee Assistance Program (EAP) with a minimum of 95 percent accuracy

Performance Objectives

1. Reads EAP leaflet

    1.1 Understands the necessary vocabulary, including, but not limited to:

assets	voluntary	consultation
referral	counseling	allied resources
neutral	consequences	disciplinary procedures
persistent	confidential	deterioration
authorized	facilitator	specifically

2. Decides if EAP should be utilized by an employee given a variety of written scenarios

    2.1 Identifies problem
    2.2 Analyzes if it fits into the categories covered by EAP

COMPETENCY J

Job Title: All FSA Workers

Job Competency: Grasps information contained in the FSA Policies and Procedures Manual with a minimum of 85 percent accuracy

Performance Objectives

1. Has general awareness of the FSA Policies and Procedures Manual

    1.1 Knows type of information contained in the Manual
    1.2 Locates desired information in the FSA Policies and Procedures Manual
        1.2.1 Scans subject line located at the top of each policy
        1.2.2 Understands the page layout
            1.2.2a Makes use of the guides given to follow the outline format: major headings, side headings, and enumerated lists

2. Reads the specific policies pertaining to own position

    2.1 Policy 104A and 104B: Probationary Periods for union and non-union employees
    2.2 Policy 105: Progressive Discipline
    2.3 Policy 107: Attendance Policy and Progressive Discipline
    2.4 Policy 126: Discriminatory Harassment
    2.5 Policy 204: Employee Uniforms
    2.6 Policy 211: Hair Restraints and Gloves
    2.7 Understands the necessary vocabulary, including, but not limited to:

intervals	probation/ary	termination
utilize	one day's notice	conjunction
violations	accrued benefits	enforcement
progressive	performance evaluations	necessitate
seniority	performance appraisals	deficiencies
suspension	timely fashion	grievance
tardiness	inattentiveness	absenteeism
unexcused	disciplinary action	simultaneous
incident	controlled substances	intoxicants
loitering	mitigating circumstances	falsifying
commence	consecutive working days	instigating

allotted	insubordination	willfully
humiliate	all-inclusive	harassment
exception	explicitly/implicitly	compliance
alleged	ethnic/ethnicity	reprimand
redress	intimidating	valuative
submission	elimination	sanctions
hostile	offensive	sensitize
	slurs and graffiti	

3. Describes how adherence to the FSA Policies and Procedures relates to job retention and termination

    3.1 Recounts the disciplinary process
    3.2 Explains the disciplinary process for various offenses
        3.2.1 Compiles a list of possible actions which would result in disciplinary procedures
            3.2.1 Researches disciplinary action that would be taken by the organization in each case
                3.2.1a Locates information in FSA Policies and Procedures Manual (see prior objective)
        3.2.2 Summarizes findings in oral form
    3.3 Knows which violations are subject to disciplinary procedures and which violations are subject to job termination
    3.4 Distinguishes between situations in which FSA employees have conducted themselves properly or improperly from a variety of written scenarios
        3.4.1 Identifies the problem
        3.4.2 States why the employee is right or wrong
        3.4.3 Defines how employee should have behaved in the situation when employee was wrong

4. Demonstrates a thorough understanding of the attendance policy

    4.1 Role plays conversations with supervisor
        4.1.1 Asks for time off due to illness
            4.1.1a Gives appropriate prior notice
            4.1.1b Repeats process when absence lasts more than one day
        4.1.2 Explains reason for tardiness
    4.2 Knows when a doctor's excuse is necessary for return to work
    4.3 Discusses the disciplinary actions that occur as a result of excessive tardiness or absenteeism

5. Shows knowledge of discriminatory harassment behaviors

5.1 Defines discriminatory harassment
5.2 Labels the specific type of harassment portrayed given a variety of incidents
    5.2.1 Racial
    5.2.2 Ethnic
    5.2.3 Sexual
    5.2.4 Sexual preference
    5.2.5 Handicap
5.3 Lists the four possible disciplinary actions that can be taken by FSA against an employee who harasses another
5.4 Locates in the FSA contract the procedure to file a grievance when victimized by harassment
    5.4.1 Uses table of contents
        5.4.1a Scans headings in table of contents
        5.4.1b Selects alternative category if first source does not yield the necessary information
    5.4.2 Finds page number for grievance procedure

COMPETENCY K

Job Title: All FSA Workers

Job Competency: Demonstrates proficiency in overall working attitudes and behaviors with a degree of mastery acceptable to the supervisor*

Performance Objectives

1. Displays adaptability

    1.1 Adjusts to changes
        1.1.1 Schedules
        1.1.2 Job assignments
        1.1.3 Supervisors
        1.1.4 Coworkers
    1.2 Accepts additional responsibilities cheerfully

2. Knows the importance of punctuality and regular attendance to work

    2.1 Comes to work regularly at assigned time
    2.2 Calls in when going to be absent

3. Exhibits a positive attitude

    3.1 Shows confidence in own abilities
    3.2 Cooperates with others
    3.3 Works well as a team member
    3.4 Shows enthusiasm about job and learning new tasks

4. Conducts self with decorum

    4.1 Uses appropriate, professional language
    4.2 Recognizes inappropriate, unprofessional behaviors
    4.3 Respects others' "social space"
    4.4 Registers complaints by following the procedures outlined by the contract
    4.5 Gives proper notice when resigning from a job

5. Displays professional appearance

    5.1 Dresses appropriately for occupation
    5.2 Demonstrates proper personal hygiene

*Only the supervisor can evaluate how the worker performs this competency in practice. However, the tutor can determine how thoroughly the student understands the concepts through guided discussion or activities.

COMPETENCY L

Job Title: All FSA Workers

Job Competency: Demonstrates knowledge of food service safety guidelines with 100 percent accuracy

Performance Objectives

1. Knows the food service safety guidelines in regards to:

   - Handling hot foods
   - Knife handling while cutting, peeling, and chopping
   - Opening swinging doors in traffic areas
   - Lighting a gas stove, oven, or grill
   - Using a meat slicer
   - Operating a deep fat fryer
   - Serving foods/beverages in cracked/chipped glassware
   - Walking on a wet tile floor
   - Apparel and jewelry worn on hair, hands, feet, and body
   - Operating any new piece of equipment
   - Cleaning up broken glassware

2. Explains the appropriate safety procedure to use in a variety of situations

   2.1 Distinguishes between situations in which FSA employees have conducted themselves in a safe or unsafe manner
   - 2.1.1 Identifies the problem
   - 2.1.2 States why the employee's behavior was safe or unsafe
   - 2.1.3 Defines how employee should have behaved in the situation when employee's conduct was hazardous

COMPETENCY M

Job Title: All FSA Workers

Job Competency: Answers questions about own and coworkers' job responsibilities with a minimum of 85 percent accuracy

Performance Objectives

1. Reads own and coworkers' job descriptions

    1.1 Comprehends outline format
    1.2 Understands the vocabulary included in job descriptions
    1.3 Decodes or possesses sight words, including, but not limited to:

appropriate	braising	broiling
sanitation	production	equivalent
preventative	maintenance	inventory
supervises	commissary	procedures
institute	silverware	specialist
experience	equipment	replenishing
processor	adequate	garnishing

2. Writes summary of own job description, including how own job fits in relationship to coworkers' positions

    2.1 Understands own and coworkers' job descriptions
    2.2 Compares and contrasts responsibilities
        2.2.1 Analyzes own responsibilities
        2.2.2 Analyzes others' duties
    2.3 Determines information to include in summary
    2.4 Prepares draft(s)
    2.5 Edits and revises draft(s)
    2.6 Prepares final version, using complete sentences that adhere to the rules of grammar
    2.7 Writes legibly using either manuscript or cursive
    2.8 Spells correctly
        2.8.1 Uses dictionary when necessary

COMPETENCY N

Job Title: All FSA Workers

Job Competency: Prepares a simple organizational chart to depict the chain of command within own organization with a minimum of 85 percent accuracy

Performance Objectives

1. Studies FSA Organizational Chart (September 1990)

    1.1 Understands the format of an organizational chart
    1.2 Identifies hierarchial relationships on chart

2. Produces a similar chart for FSA Chart of Operations for Dining Services

    2.1 Uses ruler to draw boxes and lines
    2.2 Labels boxes legibly in either manuscript or cursive
    2.3 Revises if necessary
    2.4 Spells correctly
        2.4.1 Uses dictionary if necessary

COMPETENCY O

Job Title: All FSA Workers

Job Competency: Understands the Hourly Employee Appraisal form with a minimum of 90 percent accuracy

Performance Objectives

1. Explains the nine major areas in which rating occurs

   1.1 Understands essential vocabulary:

performance	consistent	requirements
tardy	professional	demeanor
mastery	ongoing basis	sustained
significant	improvement	timetables
responsibilities		

2. Describes the meaning of the rating classifications: superior, above average, meets requirements, conditional, and unsatisfactory

3. Comprehends individualized Action Plan chart

   3.1 Identifies area to be improved
   3.2 Understands action plan in detail
   3.3 Knows people involved
   3.4 Remembers target date
   3.5 Knows review date

4. Completes Employee Comments section

   4.1 Responds in appropriate tone using professional language
   4.2 Uses complete sentences that adhere to the rules of grammar
   4.3 Writes legibly using either manuscript or cursive
   4.4 Spells correctly
      4.4.1 Knows how to look up words in a dictionary

5. Asks for clarification when necessary

COMPETENCY P

Job Title: All FSA Workers

Job Competency: Understands the details of the Right-to-Know Law with a minimum of 85 percent accuracy

Performance Objectives

1. Reads Your "Right to Know" Law Overview

    1.1 Comprehends report format
        1.1.1 Follows such organizational devices as side headings, and bulleted lists
    1.2 Understands the vocabulary used in report
        1.2.1 Refers to glossary to locate definitions
    1.3 Decodes or possesses sight words, including, but not limited to:

potential	precautions	hazardous	toxic
chemicals	substances	chronic	suspected
explosive	reactive	carcinogens	irritants
corrosives	sensitizers	reproductive	acute

2. Explains how the "Right to Know' law affects own self and own job

    2.1 Internalizes data while reading
    2.2 Verbalizes information in own language

COMPETENCY G

Job Title: All FSA Workers

Job Competency: Exercises preventative measures when using chemicals with a minimum of 90 percent accuracy

Performance Objectives

1. Realizes that it is a violation of federal law to use a chemical product in a manner inconsistent with its labeling

    1.1 Refers to product label for information on product's intended use, correct application conditions and procedures
    1.2 Follows all safety precautions given on label
        1.2.1 Uses product only for intended purpose
        1.2.2 Uses product only under conditions defined as safe by the guidelines
        1.2.3 Wears protective equipment (i.e. gloves) when necessary

2. Refers to a Material Safety Data Sheet to know the precautions and special equipment or conditions needed when dealing with a chemical

    2.1 Locates essential data on Material Safety Data Sheet
        2.1.1 Comprehends report format
            2.1.1a Follows such organizational devices as side headings, lines which separate categories, and abbreviations described in footnotes
        2.1.2 Understands the vocabulary used in the report
            2.2.2a Refers to footnotes to clarify abbreviations
            2.2.2b Uses dictionary when necessary
            2.2.2c Asks supervisor if necessary

3. Role plays calling a manufacturer when additional clarification is needed PRIOR to using the chemical

    3.1 Finds phone number on Material Safety Data Sheet
    3.2 Prepares question(s) in advance

4. Follows organization's procedures in the event of a medical emergency

4.1.1 Reads SUNY Brockport Emergency & Service Manual

4.1.2 Summarizes in own words the emergency procedures guidelines from memory

- 4.1.2a Internalizes data while reading
- 4.1.2b Memorizes essential data
- 4.1.2c Verbalizes information in own language

COMPETENCY R

Job Title: All FSA Workers

Job Competency: Comprehends information contained on product labels typically encountered in the course of working duties with a minimum of 90 percent accuracy

Performance Objectives

1. Explains the product's use
   - 1.1 Reads label thoroughly
   - 1.2 Orally summarizes information on product use
2. Answers written questions asking for details about a specific product
   - 2.1 Scans label for requested information
     - 2.1.1 Identifies key words
   - 2.2 Follows written directions sequentially
3. Understands warnings printed on the label
   - 3.1 Recognizes how important information and special instructions are shown in print
     - 3.1.1 Boldface
     - 3.1.2 Enlarged print
     - 3.1.3 Boxed or otherwise separated from the body of the text
   - 3.2 Identifies precautions, conditions, or equipment needed to use product safely
     - 3.2.1 Refers to a Material Safety Data Sheet if necessary
       - 3.2.1a Locates essential data on Material Safety Data Sheet
       - 3.2.1b Follows such organizational devices as side headings, lines which separate categories, and abbreviations described in footnotes
       - 3.2.1c Understands the vocabulary used in the report
         - 3.2.1c1 Refers to footnotes to clarify abbreviations
         - 3.2.1c2 Uses dictionary when necessary
4. Summarizes warranty information

5. Differentiates between similar items (i.e. light and fat-free yogurts)

    5.1 Reads labels for comparison purposes
    5.2 Identifies difference(s) between products

6. Communicates with product's manufacturer

    6.1 Calls for further information about product
        6.1.1 Prepares questions in advance
        6.1.2 Locates manufacturer's phone number on product label
        6.1.3 Use appropriate language and tone when speaking with the manufacturer's representative on the phone
    6.2 Writes product complaint letter
        6.2.1 Locates manufacturer's name and address on product label
        6.2.2 Composes a clear, concise description of the problem/complaint
        6.2.3 Demonstrates knowledge of the writing process
            6.2.3a Prewrites on scrap paper
            6.2.3b Composes first draft on scrap paper
            6.2.3c Revises first draft
            6.2.3d Uses complete sentences that adhere to the rules of grammar in final version
            6.2.3e Writes with a sense of audience and with appropriate tone
        6.2.4 Uses business letter format for final version
            6.2.4a Knows the parts of a letter
        6.2.5 Writes legibly using either manuscript or cursive
            6.2.5a Spells correctly, using a dictionary when necessary

COMPETENCY S

Job Title: All FSA Workers

Job Competency: Interprets information derived from a work-related memorandum with a minimum of 90 percent accuracy

Performance Objectives

1. Pinpoints the important information contained in a memorandum

    1.1 Reads entire memo
    1.2 Summarizes each paragraph
        1.2.1 Identifies the key words in each paragraph
        1.2.2 Restates the main idea of each paragraph using own language
            1.2.2a Demonstrates ability to internalize information during the reading process

2. Discerns how information contained in memorandum pertains to own position

    2.1 Determines to whom the memorandum is directed
    2.2 Decides if and how it affects own job
        2.2.1 Orally explains how own job is affected

COMPETENCY T

Job Title: All FSA Workers

Job Competency: Relates information by writing a short (3-paragraph) work-related memorandum with a minimum of 95 percent accuracy

Performance Objectives

1. Ascertains the main idea and supporting details from an oral description of a typical work problem

    1.1 Internalizes information during the listening process

2. Composes a clear, concise message regarding the problem

    2.1 Determines to whom the memorandum should be directed
    2.2 Demonstrates knowledge of the writing process
        2.2.1 Prewrites on scrap paper
        2.2.2 Composes first draft on scrap paper
        2.2.3 Edits and revises first draft
        2.2.4 Uses complete sentences that adhere to the rules of grammar in final version
            2.2.4a Writes with appropriate tone for intended audience
    2.3 Uses memorandum format for final version
        2.3.1 Knows the parts of a memorandum
    2.4 Writes legibly using either manuscript or cursive
        2.4.1 Spells correctly
            2.4.1a Uses a dictionary when necessary

COMPETENCY U

Job Title: All FSA Workers

Job Competency: Understands how to make change when operating a cash register with a minimum of 95 percent accuracy

Performance Objectives

1. Calculates total amount of sale

    1.1 Uses formula:
    total of items purchased x 8% sales tax = sales tax
        1.1.1 Mentally estimates correct answer
            1.1.1a Rounds dollar amounts to nearest whole dollars
            1.1.1b Knows sales tax for common amounts; i.e. sales tax on $1 is 8 cents
        1.1.2 Converts a percent to a decimal
        1.1.3 Multiplies decimals
    1.2 Adds sales tax to total of items purchased
        1.2.1 Adds decimals

2. Returns correct amount of change to customer

    2.1 Uses formula: money received - total sale = change
        2.1.1 Subtracts decimals
    2.2 Memorizes the value of coins: pennies, nickels, dimes, quarters, and half dollars
    2.3 Mentally adds the value of coins
    2.4 Counts change aloud as money is handed to customer

COMPETENCY V

Job Title: All FSA Workers

Job Competency: Operates a cash register with a minimum of 95 percent accuracy

Performance Objectives

1. Counts cash drawer to $100 at the beginning of the shift

    1.1 Counts in designated order: pennies, nickels, dimes, quarters, rolled coins, single bills, fives, and tens
    1.2 Memorizes the value of coins: nickels, dimes, quarters and half dollars
    1.3 Adds total of each currency denomination
        1.2.1 Adds whole numbers
        1.2.2 Adds decimals (coins)
    1.4 Double checks when a discrepancy is noted
    1.5 Knows FSA procedures to follow if cash drawer does not total $100

2. Uses cashier's code chart to ring up customer purchases

    2.1 Knows category to which each food item belongs
    2.2 Looks up code alphabetically under category
        2.2.1 Memorizes alphabetical order
    2.3 Keys corresponding numeric code into cash register

3. Returns correct amount of change to customer

    3.1 Knows money received - total of sale = change
    3.2 Memorizes the value of coins: nickels, dimes, quarters and half dollars
    3.3 Mentally adds the value of coins
    3.4 Counts change aloud as money is handed to customer

4. Counts cash drawer at the end of the shift

    4.1 Memorizes the value of coins: nickels, dimes, quarters and half dollars
    4.2 Mentally adds the value of coins
    4.3 Rolls any coins that fill a complete roll
        4.3.1 Knows amount of coins necessary to fill each type of roll: 50 pennies, 40 nickels, 50 dimes, and 40 quarters

5. Follows specified procedures for submitting receipts and

cash drawer contents

5.1 Places receipts in brown envelope with identification information
    5.1.1 Labels envelope with name, date, shift, and cash register location
        5.1.1a Writes legibly in manuscript or cursive
5.2 Removes all Canadian money
5.3 Groups all bills by denomination
5.4 Fills out a Cashier Report
    5.4.1 Recounts if there is a discrepancy (over/short) between drawer contents and receipts
    5.4.2 Writes legibly in manuscript or cursive
    5.4.3 Recompenses any shortage over $1

6. Waits for the manager's approval of the cash drawer before leaving for the day

COMPETENCY W

Job Title: All FSA Workers

Job Competency: Retrieves information from the FSA newsletter, News & Views, with a minimum of 85 percent accuracy

Performance Objectives

1. Answers questions based on newsletter articles

    1.1 Follows newspaper's columnar format
    1.2 Scans headlines for titles likely to correspond to requested information
    1.3 Skims article for information
        1.3.1 Looks for key words

2. Summarizes information given in newsletter article in a well-organized written format

    2.1 Reads article carefully
    2.2 Determines essential data to include in summary
    2.3 Prepares draft(s)
    2.4 Edits and revises draft(s)
    2.5 Prepares final version, using complete sentences that adhere to the rules of grammar
    2.6 Writes legibly using either manuscript or cursive
    2.7 Spells correctly
        2.7.1 Uses dictionary when necessary

COMPETENCY X

Job Title: All FSA Workers

Job Competency: Prepares food according to recipe with a minimum of 98 percent accuracy

Performance Objectives

1. Locates desired recipe in the Standard Recipe Book

    1.1 Finds the page number in the index
        1.1.1 Knows an index is arranged alphabetically by dish name
        1.1.2 Scans index to alphabetic region of dish name by category
            1.1.2a Memorizes alphabet
            1.1.2b Realizes what letters come before the dish name in the alphabet
            1.1.2c Realizes what letters come after the dish name in the alphabet
        1.2.1 Recognizes dish name within a category

2. Assembles recipe ingredients

    2.1 Reads list of ingredients
    2.2 Obtains ingredients from storage area

3. Prepares dish

    3.1 Reads through entire recipe first
    3.2 Uses appropriate units of measure
        3.2.1 Uses scale to weigh ounces
        3.2.2 Uses cups (and portions thereof)
        3.2.3 Uses teaspoons and tablespoons (and portions thereof)
        3.2.4 Uses different size ladles and scoops
        3.2.5 Understands the relationship between cups, pints, quarts, and gallons
    3.3 Follows written directions in sequential order

4. Practices sanitary procedures during food preparation

    4.1 Exhibits knowledge of good personal hygiene
        4.1.1 Wears clean uniform
        4.1.2 Wears gloves
        4.1.3 Wears hair net
        4.1.4 Washes hands after using the lavatory

5. Demonstrates the ability to increase the number of servings a recipe makes

    5.1 Can double or triple a recipe
        5.1.1 Recognizes that doubling a recipe means multiplying all ingredient amounts by 2
        5.1.2 Knows that tripling a recipe means multiplying all ingredient amounts by 3
        5.1.3 Multiplies whole numbers
        5.1.4 Multiplies fractions by whole numbers
        5.1.5 Multiplies mixed numbers by whole numbers
            5.1.5a Converts a mixed number to an improper fraction
        5.1.6 Makes accurate measurements based on computation results

6. Displays the ability to decrease the number of portions a recipe makes

    6.1 Can make one half or one third of a recipe
        6.1.1 Recognizes that halving a recipe means dividing all ingredient amounts by 2
        6.1.2 Knows that making one third of a recipe means dividing all ingredient amounts by 3
        6.1.3 Divides whole numbers
        6.1.4 Divides fractions by whole numbers
        6.1.5 Multiplies mixed numbers by whole numbers
            6.1.5a Converts a mixed number to an improper fraction
        6.1.6 Makes accurate measurements based on computation results

COMPETENCY Y

Job Title: All FSA Workers

Job Competency: Reads food equipment manuals to obtain necessary information with a minimum of 80 percent accuracy

Performance Objectives

1. Identifies model number of equipment
    - 1.1 Looks in all possible locations on piece of equipment
2. Uses table of contents in owner's manual
    - 2.1 Scans headings in table of contents
    - 2.2 Locates page number for information needed
    - 2.3 Selects alternative headings if first source does not yield the necessary information
3. Interprets diagrams shown in owner's manual
    - 3.1 Determines the part that needs repair or replacement
        - 3.1.1 Compares actual part with diagram
        - 3.1.2 Obtains correct part name to use when requesting repair/replacement part
4. Follows written directions sequentially
5. Retrieves information from tables
    - 5.1 Locates part numbers
    - 5.2 Determines nearest warranty or repair service address and/or phone number
    - 5.3 Finds "Things to Try" from scanning "Types of Problems" column
6. Attends to special instructions
    - 6.1 Recognizes how important information and special instructions are shown in print
        - 6.1.1 Boldface
        - 6.1.2 Enlarged print
        - 6.1.3 Boxed or otherwise separated from body of text
    - 6.2 Reads warranty information
7. Understands written question-and-answer format for

equipment troubleshooting procedures

8. Follows FSA procedures for reporting malfunctioning equipment

COMPETENCY Z

Job Title: All FSA Workers

Job Competency: Follows appropriate opening, operating, and closing procedures for "Bakery & Cravings" with a degree of mastery acceptable to the supervisor*

Performance Objectives

1. Demonstrates the ability to follow written directions

    1.1 Understands the necessary vocabulary on operating rules/procedures sheet
    1.2 Decodes or possesses sight words, including, but not limited to:

yogurt	dispensing	display	arrange
necessary	displays	spatula	scraper
counters	smudges	dispensers	sprinkles
containers	backup	storage	garbage
different	scoops	syrup	chocolate
pitcher	activator	stirred	clumps
churning	sundae	butterscotch	pineapple
whipped	advise	customer	weight
desired	procedures	respective	standby
plastic	self-serve	soft-serve	chunks

2. Uses appropriate cups based on ounce size

    2.1 Identifies different-sized cups: 8 oz, 22 oz
    2.2 Knows when to use each size cup

3. Effectively orally communicates with manager

    3.1 Politely requests clarification of procedures when necessary
    3.2 Checks with manager if uncertain of food quality

4. Displays good judgment

    4.1 Does not serve any questionable or unappealing food
    4.2 Maintains high standards of personal cleanliness
        4.2.1 Wears clean uniform
        4.2.2 Exhibits good hygiene
        4.2.3 Washes hands after using the lavatory
    4.3 Keeps work area clean and tidy

5. Utilizes scale to weigh yogurt dishes, sundaes, and shakes

5.1 Reads numbers on scale
5.2 Ascertains appropriate portion size based on scale display
    5.2.1 Knows when to put additional yogurt in cup
    5.2.2 Recognizes when to reduce amount of yogurt in cup

6. Estimates the price of a yogurt dish, sundae, or shake based on the rate of 23 cents per ounce

    6.1 Rounds 23 cents to 25 cents
    6.2 Performs mental multiplication of the number of ounces displayed on scale by 25 cents
    6.3 Realizes that actual price will be slightly less than the estimate and why

7. Begins closing procedures at the designated time

    7.1 Determines time on a digital or traditional clock or watch

*Only the supervisor can evaluate how the worker performs this competency in practice. However, the tutor can determine how thoroughly the student understands the concepts through guided discussion or activities.

COMPETENCY AA

Job Title: All FSA Workers

Job Competency: Follows appropriate opening, operating, and closing procedures for the dining room with a degree of mastery acceptable to the supervisor*

Performance Objectives

1. Demonstrates the ability to follow written directions

    1.1 Comprehends the necessary vocabulary on operating rules/procedures sheet
    1.2 Decodes or possesses sight words, including, but not limited to:

dressings	ketchup	dispensers
condiment	regular	procedures
handiwipe	tablespoon	Q-Qquat
dispensed	janitor's	closet
prep	solution	wrappers
garbage	napkins	sprayer
sprayed	non-carpeted	immediately
wring	containers	plastic
dumpster	especially	swinging
stockroom	dispose	beverage
brought	accomplished	cabinets
products	coffee	knifes
mustard	relish	packets
caught	ball bearings	properly
separated	cotter pins	
appropriate	refuse (trash)	

2. Mixes cleaning solution

    2.1 Measures appropriate amount of cleaning solution into sprayer bottle
        2.1.1 Identifies standard units of measure: tablespoon, teaspoon (and portions thereof)

3. Maintains high standards of personal cleanliness

    3.1 Wears clean uniform
    3.2 Exhibits good hygiene
    3.3 Washes hands after using the lavatory

4. Effectively orally communicates with manager

    4.1 Requests help from the manager when necessary

4.2 Politely requests clarification of procedures when necessary
4.3 Reports to manager when done with assignments
4.4 Does not leave work until the manager has inspected and approved the dining room's condition

5. Performs closing procedures at the designated times
5.1 Tells time on a digital or traditional clock or watch
5.2 Follows the closing procedures in the sequence listed on the operating procedures/rules sheet

*Only the supervisor can evaluate how the worker performs this competency in practice. However, the tutor can determine how thoroughly the student understands the concepts through guided discussion or activities.

COMPETENCY BB

Job Title: All FSA Workers

Job Competency: Follows appropriate opening, operating, and closing procedures for "Mexican Connection" with a degree of mastery acceptable to the supervisor*

Performance Objectives

1. Operates steamer temperature controls

    1.1 Recognizes numbers 160 through 400 on steamer dial
        1.1.1 Knows the intervals marked on steamer dial

2. Demonstrates the ability to follow written directions

    2.1 Understands the necessary vocabulary on operating rules/procedures sheet
    2.2 Decodes or possesses sight words, including, but not limited to:

refried	chicken	reheat	heating
sections	nacho	machine	servings
shredded	lettuce	garbanzo	jalepeno
tortillas	plastic	station	covered
temperature	remove	garbage	disposal
underneath	utensils	dispenser	bucket
rotates	restock	scrubbers	beverage
dividers	stainless	refill	loose
sanitizer	products	refrigeration	cheese

3. Decides when to finish reheating pans

    3.1 Notes time pans were placed in the steamer
        3.1.1 Determines time on a digital or traditional clock or watch
    3.2 Figures out an hour and a half from initial pan placement
        3.2.1 Mentally converts and hour and a half to 90 minutes
        3.2.2 Mentally adds 90 minutes to time

4. Effectively orally communicates with manager

    4.1 Checks with manager if uncertain of food quality
    4.2 Politely requests clarification of procedures when necessary

5. Uses good judgment

   5.1 Explains how a worker should behave in each of a variety of written scenarios
      5.1.1 Does not serve any questionable or unappealing food
      5.1.2 Estimates the amount of foodstuffs to place out based on the number of customers
      5.1.3 Disposes of overcooked food at the end of the day
      5.1.4 Maintains high standards of personal cleanliness
         5.4.1 Wears clean uniform
         5.4.2 Exhibits good hygiene
         5.4.3 Washes hands after using the lavatory
      5.1.5 Keeps work area clean and tidy
      5.1.6 Does not leave work until the manager/student manager has inspected and approved the shop's condition

6. Performs closing procedures at the designated times

   6.1 Determines time on a digital or traditional clock or watch
   6.1 Sequentially follows the closing procedures as listed on the operating procedures/rules sheet

7. Places steamer pans in appropriate order

   7.1 Knows left from right
   7.2 Adheres to the written directions that state the proper placement of taco meat, mild sauce, hot sauce, nacho cheese, beans, chili, and chicken pans

8. Labels leftover hot and mild sauce

   8.1 Writes legibly in either manuscript or cursive
   8.2 Spells correctly

*Only the supervisor can evaluate how the worker performs this competency in practice. However, the tutor can determine how thoroughly the student understands the concepts through guided discussion or activities.

COMPETENCY CC

Job Title: All FSA Workers

Job Competency: Follows appropriate opening, operating, and closing procedures for "Wendells" with a degree of mastery acceptable to the supervisor*

Performance Objectives

1. Operates grill temperature controls

    1.1 Recognizes numbers 250 through 400 on grill dial
        1.1.1 Knows the intervals marked on the grill dial

2. Demonstrates ability to follow written directions

    2.1 Understands the necessary vocabulary on operating rules/procedures sheet
    2.2 Decodes or possesses sight words, including, but not limited to:

condiments	container	sausage links/patties
utensils	scrapers	spatulas
hashbrowns	waffles	mayo
ketchup	mustard	batches
depending	portions	regulations
sediments	sampling	inspect
uniforms	visor	sanitize/sanitizing
grate	pertaining	garbage

3. Marks time to remove Seymours

    3.1 Notes time Seymours were placed in the heating rack
        3.1.1 Determines time on a digital or traditional clock or watch
    3.2 Figures out 45 minutes from initial Seymour placement
        3.2.1 Mentally adds 45 minutes to time

4. Effectively orally communicates with manager

    4.1 Requests permission to take breaks during shift
    4.2 Checks with manager if uncertain of food quality
    4.3 Politely requests clarification of procedures when necessary

5. Uses good judgment

    5.1 Does not serve any questionable or unappealing food
    5.2 Estimates the amount of foodstuffs to place out

based on number of customers

5.3 Does not leave work until the manager/student manager has inspected and approved the shop's condition

6. Begins closing procedures at the designated time

6.1 Tells time from a digital or traditional clock or watch

7. Maintains high standards of cleanliness

7.1 Wears clean uniform
7.2 Exhibits good hygiene
7.3 Washes hands after using the lavatory
7.4 Keeps work area clean and tidy

*Only the supervisor can evaluate how the worker performs this competency in practice. However, the tutor can determine how thoroughly the student understands the concepts through guided discussion or activities.

COMPETENCY DD

Job Title: All FSA Workers

Job Competency: Fills out a Daily Waste Record Report with a minimum of 95 percent accuracy

Performance Objectives

1. Enters requested information: shop name and current date

    1.1 Determines current date from a calendar

2. Identifies items to be thrown out

    2.1 Recognizes spoiled or unsalvageable foodstuffs
    2.2 Locates waste products

3. Fills in the names and quantities of items to be thrown out on the appropriate report form

    3.1 Writes legibly using either manuscript or cursive
    3.2 Spells item names correctly
        3.2.1 Knows how to look up words in a dictionary

4. Indicates the reason for disposal

    4.1 Knows why material is to be destroyed
    4.2 States why in concise terms
        4.2.1 Writes legibly using either manuscript or cursive
        4.2.3 Spells item names correctly
            4.2.3a Knows how to look up words in a dictionary

5. Records the items that are out of stock

    5.1 Ascertains items that need to be ordered
    5.2 Writes legibly in either manuscript or cursive
    5.3 Spells names of items correctly
        5.3.1 Knows how to look up words in a dictionary

COMPETENCY EE

Job Title: All FSA Workers

Job Competency: Fills out a Product Complaint/Substitutions Report with a minimum of 90 percent accuracy

Performance Objectives

1. Enters requested information: current date, date delivered, product name, pack, and code number

    1.1 Determines current date from a calendar
    1.2 Locates information on package labels

2. Writes the reason for the complaint in the space provided

    2.1 Identifies why material is inappropriate
    2.2 States why in concise terms
    2.3 Writes in complete sentences that adhere to the rules of grammar
    2.4 Writes legibly in either manuscript or cursive
    2.5 Spells correctly
        2.5.1 Knows how to look up words in a dictionary

COMPETENCY FF

Job Title: All FSA Workers

Job Competency: Completes a SUNY Brockport Report of Accident or Injury form with a minimum of 90 percent accuracy

Performance Objectives

1. Inserts necessary information in spaces provided

    1.1 Prints legibly
    1.2 Checks to be sure all information has been included
    1.3 Verifies that all information is correct

2. Utilizes a phone directory if necessary to ascertain the exact address of physician and hospital

3. Writes narrative that includes the details of who, what, when, where, and how the event occurred

    3.1 States information in concise terms
    3.2 Uses complete sentences that adhere to the rules of grammar
    3.3 Writes legibly using either manuscript or cursive
    3.4 Spells correctly
        3.4.1 Knows how to look up words in a dictionary

COMPETENCY GG

Job Title: All FSA Workers

Job Competency: Fills out Menu Service Summary Report with a minimum of 90 percent accuracy

Performance Objectives

1. Places information in appropriate location on chart
   1.1 Understands column headings
   1.2 Locates food item and corresponding portions lines

2. Uses formula: food prepared - leftovers = amount served
   2.1 Legibly forms whole numbers
   2.2 Subtracts whole numbers

COMPETENCY HH

Job Title: All FSA Workers

Job Competency: Prepares a Special Events Contract form from dictated information with a minimum of 90 percent accuracy

Performance Objectives

1. Asks orally for information needed for the form

2. Records accurately information dictated orally in person or over the telephone

   2.1 Listens carefully
   2.2 Politely asks for clarification whenever necessary
   2.3 Verifies essential data by repeating it back to the customer in a clear voice
   2.4 Writes legibly using either manuscript or cursive

3. Performs calculations needed to complete the form

   3.1 Uses formula: quantity x unit price = extension
      3.1.1 Multiplies whole numbers
      3.1.2 Multiplies decimal numbers
   3.2 Adds up all extensions to generate the grand total
      3.2.1 Adds whole numbers
      3.2.2 Adds decimal numbers

COMPETENCY II

Job Title: All FSA Workers

Job Competency: Uses VAL-DINE Keyboard Transaction Log form with a minimum of 95 percent accuracy

Performance Objectives

1. Comprehends instructions written in question-and-answer format

    1.1 Skims questions for information needing retrieval

2. Submits completed form to supervisor

    2.1 Knows when to use form
    2.2 Directs students to fill in necessary information
    2.3 Signs initials in appropriate column

3. Follows procedures to block student ID card on computer

COMPETENCY JJ

Job Title: All FSA Workers

Job Competency: Completes a Request for Leave form with 100 percent accuracy

Performance Objectives

1. Records both the current date, desired dates of leave, and expected return date

   1.1 Determines dates from a calendar

2. Records both the current time, leave times requested, and expected time of return

   2.1 Understands time designations
   - 2.1.1 Knows AM is morning
   - 2.1.2 Knows PM is afternoon and evening
   - 2.1.3 Realizes noon is 12 PM
   - 2.1.4 Realizes midnight is 12 AM

3. Indicates type of leave time

   3.1 Marks vacation, personal, sick, or leave of absence
   - 3.1.1 Selects appropriate type of leave time from definitions given in current CSEA Agreement
     - 3.1.1a Locates desired information in contract
       - 3.1.1a1 Uses table of contents
       - 3.1.1a2 Scans headings in table of contents
       - 3.1.1a3 Locates page number for desired information
       - 3.1.1a4 Chooses alternative headings if first one does not yield the necessary information
     - 3.1.2a Reads description of types of leave time available

COMPETENCY KK

Job Title: All FSA Utility Workers

Job Competency: Verifies a Purchase Requisition form with a minimum of 98 percent accuracy

Performance Objectives

1. Determines if the items ordered come from an internal or external source (same purchase requisition form is used for both)

    1.1 Knows goods are supplied by vendors
    1.2 Refers to the "vendor" line on the purchase requisition form

2. Confirms that the amount ordered corresponds to the amount being loaded onto the delivery truck (for internal purchase requisitions only)

    2.1 Locates each item on purchase requisition form
        2.1.1 Finds intersection of row and column
            2.1.1a Finds food name
            2.1.1b Finds quantity column
    2.2 Notes any discrepancy
        2.2.1 Knows what constitutes a dozen
        2.2.2 Recognizes that 0.500 dozen means 6
        2.2.3 Realizes that # designates pounds
    2.3 Investigates why there is a discrepancy
        2.3.1 Asks or calls the appropriate contact person
            2.3.1a Determines who is the appropriate contact person
        2.3.2 Corrects discrepancy OR
        2.3.3 Explains to receiver about the discrepancy in a polite, professional manner
            2.3.3a Uses appropriate tone
            2.3.3b Uses proper language

3. Confirms that the amount ordered corresponds to the amount unloaded from the delivery truck (for external purchases only)

    3.1 Compares the number on the PR line of the purchase requisition form to be certain that it matches the invoice number of the vendor
        3.1.1 Locates PR number
        3.1.2 Locates vendor's invoice number
    3.2 Locates each item on the purchase requisition form
        3.2.1 Finds intersection of row and column
            3.2.1a Finds food name

3.2.1b Finds quantity column

3.2 Checks purchase requisition against vendor's invoice

3.3 Attends to quantities being unloaded

3.3.1 Notes any discrepancy

3.3.1a Knows what constitutes a dozen

3.3.1b Knows that 0.500 dozen means 6

3.3.1c Realizes that # designates pounds

3.4 Immediately notifies delivering vendor of discrepancies between ordered quantities and delivered amount

3.4.1 States complaint in a polite, professional manner

3.4.1a Uses appropriate tone

3.4.1b Uses proper language

COMPETENCY LL

Job Title: All FSA Workers

Job Competency: Completes an Inventory form with a minimum of 90 percent accuracy

Performance Objectives

1. Enumerates items using the measurement standards set in the "stock unit" column
    - 1.1 Finds intersection of row and column
        - 1.1.1 Finds food name
        - 1.1.2 Finds the stock unit column
    - 1.2 Memorizes the meanings of measurement abbreviations: pk (pack); bx (box); oz and z (ounces); # and lb (pounds); pt (pint); qt (quart); gal (gallon); cn (carton or can); m (1000 count); cs (case); ct (count); doz (dozen); lv (loaves); g (gram); ml (milliliter); l (liter); e (each); bulk
    - 1.3 Knows the quantity each measurement designates
        - 1.3.1 Identifies portions of wholes; i.e. if there are 200 ct per box and there are 2100 count on hand, there are 10 whole and one half box
    - 1.4 Determines total amount on hand of each item
        - 1.4.1 Figures out how many wholes by dividing the total by the quantity per case, box, etc.
        - 1.4.2 Creates fraction for remainders
        - 1.4.3 Adds fraction to whole number to create a mixed number

2. Fills in the "units on hand" column using whole numbers and decimals
    - 2.1 Finds intersection of row and column
        - 2.1.1 Finds food name
        - 2.1.2 Finds units on hand column
    - 2.2 Memorizes the decimal equivalents for the most commonly used fractions: 1/4, 1/2, 3/4, 1/3, 2/3, 1/5, 2/5, 3/5, 4/5
    - 2.3 Converts unusual fractions to their decimal equivalents; i.e. 14/72
        - 2.3.1 Sets up a fraction
            - 2.3.1a Knows which number to use as the numerator
            - 2.3.1b Knows which number to use as the denominator
        - 2.3.2 Divides numerator by denominator
            - 2.3.2a Uses calculator
        - 2.3.3 Rounds answer to the hundredths place
        - 2.3.4 Adds the decimal to the whole number when necessary
    - 2.4 Forms legible numerals

COMPETENCY MM

Job Title: All FSA Workers

Job Competency: Completes a Par level Production form with a minimum of 90 percent accuracy

Performance Objectives

1. Understands why par level production form is needed
   - 1.1 Knows that the par level is the desired quantity to keep on hand
   - 1.2 Sees the importance of determining how much more is needed to bring foodstuffs to par level

2. Fills in requested information: product category and current date
   - 2.1 Determines current date from a calendar

3. Indicates in the appropriate section on the report form the amount of each food type on hand at the beginning of the shift
   - 3.1 Locates intersection of row and column
     - 3.1.1 Finds food name
     - 3.1.2 Finds proper date
   - 3.2 Determines quantity of every food type
     - 3.2.1 Understands the units of measure listed on the form for each food type; i.e. cans. gallons, lbs, oz, flats
     - 3.2.2 Identifies portions of a whole unit of measure, i.e. 1/2 lb or 3/4 gallon

4. Fills in the quantities of food items to be made to reach the par level in the appropriate section on the report form
   - 4.1 Locates intersection of row and column
     - 4.1.1 Finds food name
     - 4.1.2 Finds proper date
   - 4.2 Computes the quantities of food items to be made
     - 4.2.1 Subtracts the amount on hand from the par level
       - 4.2.1a Locates par level listed on form
       - 4.2.1b Subtracts whole numbers
       - 4.2.1c Subtracts fractions
       - 4.2.1d Subtracts mixed numbers
   - 4.3 Forms legible numerals

COMPETENCY NN

Job Title: All FSA Workers

Job Competency: Demonstrates the ability to fill out an Employee Suggestion Award Program Entry form with a minimum of 90 percent accuracy

Pyerformance Objectives

1. Determines if idea can be submitted

   1.1 Reads rules pertaining to exemptions

2. Writes a detailed summary of the suggestion

   2.1 Demonstrates knowledge of the writing process
      2.1.1 Prewrites on scrap paper
      2.1.2 Composes draft(s) on scrap paper
      2.1.3 Edits and revises draft(s)
      2.1.4 Uses complete sentences that adhere to the rules of grammar in final version
   2.2 Submits final version on Employee Suggestion Award Program Entry form
   2.3 Writes legibly using either manuscript or cursive
      2.3.1 Spells correctly
         2.3.1a Uses dictionary when necessary

3. Describes how the suggestion will improve the organization

4. Understands the employee suggestion program process

   4.1 Identifies to whom the suggestion form should be submitted
   4.2 Anticipates acknowledgement of receipt by committee
   4.3 Knows the committee meets monthly to review suggestions submitted during the previous month

JOB COMPETENCIES FOR SUNY BROCKPORT PHYSICAL PLANT STAFF

COMPETENCIES APPLICABLE TO ALL PHYSICAL PLANT STAFF

COMPETENCY A

Job Title: All Physical Plant Workers

Job Competency: Completes a W-4 form with a minimum of 95 percent accuracy

Performance Objectives

1. Understands why employers require that they fill out a W-4 form

   1.1 Realizes there are two different income taxes
      1.1.1 State
      1.1.2 Federal
   1.2 Knows that employer must withhold these taxes from paychecks

2. Comprehends the terminology used on a W-4:

withholding	nonwage income	exempt status
exemptions	allowances	IRS
dependent	itemized deduction	certify
tax liability	penalties	exceed(s)
perjury	nonresident alien	estimate
interest income	year-end tax bill	alimony
entitled	adjustments to income	dividends
	charitable contributions	
	dependent care expenses	
	deductible IRA contributions	

   2.1 Refers to a dictionary to locate definitions
   2.2 Finds IRS toll-free number on W-4 form
      2.2.1 Calls for clarification when terms are not delineated by dictionary

3. Able to follow complex, multi-step written directions

   3.1 Grasps mathematical concepts of "greater than," "less than," and "equal to"
   3.2 Rereads directions to be certain that correct action is being taken
   3.3 Identifies when to use the Two Earner/Two Job worksheet
      3.3.1 Utilizes Two Earner/Two Job worksheet tables
         3.3.1a Distinguishes how to use each table based on restrictions stated in the table headings
         3.3.1b Identifies where an income falls within a given range
         3.3.1c Selects correct dollar amount from a two-column, twelve-row table

a two-column, twelve-row table

3.3.2 Performs manual computations to arrive at answer
- 3.3.2a Multiplies whole numbers
- 3.3.2b Adds whole numbers
- 3.3.2c Subtracts whole number
- 3.3.2d Divides whole numbers

3.3.3 Utilizes calculator to verify the answers

3.3.4 Transfers information to appropriate line on the W-4 form

3.4 Decides when to use the Deductions and Adjustments worksheet

3.4.1 Performs manual computations to arrive at the precise answer
- 3.4.1a Converts percents to decimals
- 3.4.1b Multiplies whole numbers & decimals
- 3.4.1c Adds whole numbers & decimals
- 3.4.1d Subtracts whole numbers & decimals
- 3.4.1e Divides whole numbers & decimals
- 3.4.1f Rounds dollar amounts to the hundredths place
- 3.4.1g Drops fractions when necessary

3.4.2 Utilizes calculator to verify the answers

3.4.3 Transfers information to appropriate line of the W-4 form

4. Double checks all work to verify data prior to signing and submitting the W-4 form

COMPETENCY B

Job Title: All Physical Plant Workers

Job Competency: Completes an IT-2104 form with a minimum of 95 percent accuracy

Performance Objectives

1. Understands why employers require that they fill out an IT-2104 form

    1.1 Realizes there are two different income taxes
        1.1.1 State
        1.1.2 Federal
    1.2 Knows that employer must withhold these taxes from paychecks

2. Comprehends the terminology used on an IT-2104:

obsolete	adjusted gross income	underwithholding
computing	withholding	full-time student
claiming	tax liability	credits
itemize	deductions	verify
imposed	penalties	allowances
estimated	voucher	

    2.1 Refers to a dictionary to locate definitions
    2.2 Finds toll-free number on IT-2104 form
        2.2.1 Calls for clarification when terms are not delineated by dictionary

3. Able to follow complex, multi-step written directions

    3.1 Grasps mathematical concepts of "greater than," "less than," and "equal to"
    3.2 Rereads directions to be certain that correct action is being taken

4. Completes worksheet(s) to figure withholding allowances

    4.1 Identifies which of the three worksheets is applicable
        4.1.1 Performs manual computations to complete Parts I and II on worksheets
            4.1.1a Multiplies whole numbers & decimals
            4.1.1b Adds whole numbers & decimals
            4.1.1c Subtracts whole numbers & decimals
            4.1.1d Divides whole numbers & decimals

4.1.1e Rounds dollar amounts to the hundredths place

4.1.1f Drops fractions when necessary

4.1.2 Utilizes calculator to verify the answers

4.2 Transfers information to appropriate line of the IT-2104 form

5. Double checks all work to verify data prior to signing and submitting the IT-2104 form

COMPETENCY C

Job Title: All Physical Plant Workers

Job Competency: Understands all information shown on the biweekly SUNY Brockport Statement of Salary and Deductions form with a minimum of 90 percent accuracy

Performance Objectives

1. Comprehends information printed on paystub

    1.1 Knows the meaning of all the abbreviations used on the SUNY Brockport Statement of Salary and Deductions form:

Ret CD	Soc Sec Tax	YTD State Tax
Fed Ex	YTD Salary	YTD Federal Tax
St Ex	other ded	YTD Soc Sec Tax
Fed Fund		

        1.1.1 Refers to Appendix B of the SUNY Brockport Classified Civil Service Employee Handbook for definitions and explanations

    1.2 Gives the definitions for all of the terms used on the SUNY Brockport Statement of Salary and Deductions form:

per ending date	code	health
direct deposit	status	base pay
deductions	union dues	year to date amount
net pay	line no.	gross pay

        1.2.1 Refers to Appendix B of the SUNY Brockport Classified Civil Service Employee Handbook for definitions and explanations

2. Calculates gross pay

    2.1 Uses formula: hours worked x pay rate = gross pay
        2.1.1 Mentally estimates correct answer
            2.1.1a Rounds amounts to nearest whole dollars
        2.1.2 Performs mental or manual computations to arrive at the precise answer
            2.1.2a Multiplies decimals
            2.1.2b Rounds dollar amounts to the hundredths place
        2.1.3 Utilizes calculator to verify the answer
    2.2 If salaried worker, uses formula: base pay divided by 26 = gross pay for period

2.2.1 Mentally estimates correct answer
2.2.1a Rounds amounts to nearest whole dollars
2.2.2 Performs mental or manual computations to arrive at the precise answer
2.2.2a Divides decimals
2.2.2b Rounds dollar amounts to the hundredths place
2.2.3 Utilizes calculator to verify the answer

3. Identifies all deductions by referring to the code explanations listed on the back of the paystub

3.1 Locates code next to amount deducted on front of paystub
3.2 Finds code in its numerical order under appropriate category
3.3 Determines meanings of applicable abbreviations used on the back of the paycheck
3.3.1 Refers to Appendix B of the SUNY Brockport Classified Civil Service Employee Handbook for definitions and explanations
3.4 Contacts Personnel Office when these sources fail to yield exactly what a deduction is for

4. Calculates net pay

4.1 Uses formula: gross pay - total deductions = net pay
4.1.1 Mentally estimates correct answer
4.1.1a Rounds amounts to the nearest whole dollar
4.1.2 Performs manual computations to arrive at the precise answer
4.1.2a Adds decimals
4.1.2b Subtracts decimals
4.1.2c Rounds dollar amounts to the hundredths place
4.1.3 Utilizes calculator to verify the answer

5. Explains the difference between weekly and biweekly pay periods

6. Realizes what to do when a paycheck has been misplaced or contains an error

6.1 Notifies Payroll Department immediately
6.2 Accurately explains the problem
6.3 Follows the directions given to rectify the problem

COMPETENCY D

Job Title: All Physical Plant Workers

Job Competency: Comprehends the Contract (CSEA Agreement) with a minimum of 85 percent accuracy

Performance Objectives

1. Locates information in the contract booklet

    1.1 Uses table of contents
        1.1.1 Scans headings in table of contents
        1.1.2 Finds article under category heading
        1.1.3 Locates page number for information needed
        1.1.4 Selects alternative category heading if first source does not yield the necessary information

2. Comprehends the terminology used in the Contract

    2.1 Understands the necessary vocabulary, including, but not limited to:

exclusive	collective bargaining	w/out cause
compulsory	outpatient rider	discriminate
steward	indefinite layoff	seniority
grievance	bargaining unit	jurisdiction
designated	direct line of promotion	conventions
encumber	benefits accrued	conferences
seminar	disability benefits	probationary
notified	preceding paragraphs	exceeding
reverse	workers' compensation	voluntarily
guidelines	gainful employment	feasibility
obligation	displacement rights	exclude/ing
accordance	certified mail	declined
acknowledge	return receipt requested	contribution
provisions	subsequent year	pension
deadline	job classifications	co-pay
entitled	qualifications	maximum
supplement	proportionately	sufficient
accumulated	exhausted (depleted)	beneficiary
summoned	premium hours	discretion
discipline	bona fide effort	duration
suspended	withheld amount	mediation
waived	reimbursable amount	demotion
pro-rata	"bumping" rights	alleging
increments	expiration date	successive
recourse	mutual consent	arbitrator
impartial	simultaneously	increment
longevity	anniversary date of hire	step

salary grade

2.1.1 Writes the definitions of terms in own language
- 2.1.1a Uses contextual clues to unlock meanings
- 2.1.1b Uses dictionary when necessary
- 2.1.1c Paraphrases reference information

2.2 Discriminates between the meanings of similar terms:

part time/full time
strike/lockout
working days/consecutive days/aggregate days
fiscal year/contract year/calendar year
transfer/displacement
discharge/layoff
union-sponsored/employer-sponsored
acquiring seniority/retaining seniority

2.2.1 Generates written comparison explaining in own words how the specified terms differ
- 2.2.1a Uses contextual clues to unlock meanings
- 2.2.1b Uses dictionary when necessary
- 2.2.1c Paraphrases reference information

3. Discriminates between types of time off

3.1 Selects correct type in a variety of given situations
- 3.1.1 Chooses vacation time when appropriate
- 3.1.2 Chooses personal time when appropriate
- 3.1.3 Chooses sick time when appropriate

3.2 Knows the amount of days allotted for each category

3.3 Explains how to request time off for a death in the family or jury duty

3.4 Names the organization's "recognized" holidays

4. Discerns hierarchy in job classifications listing

5. Finds annual salary on a given date for different salary grades and steps

5.1 Selects the correct 11-column, 25-row table to use for date
- 5.1.1 Pinpoints a date within a given range

5.2 Locates intersection of proper row and appropriate column

6. Lists in order the steps to follow in the grievance process

- 6.1 Researches grievance procedures
  - 6.1.1 Locates information in the contract by using the table of contents
    - 6.1.1a Scans category headings in the table of contents
    - 6.1.1b Locates page number for grievance information
    - 6.1.1c Selects alternative headings if first source does not yield the necessary information
- 6.2 Writes legibly using either manuscript or cursive
- 6.3 Spells item names correctly
  - 6.3.1 Knows how to look up words in a dictionary

COMPETENCY E

Job Title: All Physical Plant Workers

Job Competency: Comprehends the employee benefits package with a minimum of 90 percent accuracy

Performance Objectives

1. Understands the necessary vocabulary, including, but not limited to:

seniority	allotted a fixed sum	consecutive
criteria	probationary period	separates (leaves)
enroll	premium cost	eligibility
reimburse	COBRA benefits	acknowledgement
deductions	contribution	waives
accumulate	medical release	medical excuse
sick pool	notification	respectively

   1.1 Defines terms in own language
      1.1.1a Uses contextual clues to unlock meanings
      1.1.1b Uses dictionary when necessary
      1.1.1c Paraphrases reference information

2. Identifies the ten benefit areas for which an employee is eligible

   2.1 Lists retirement, health insurance, vision care, dental care, sick leave, prescription, tuition reimbursement, personal leave, holiday pay, and vacation time
   2.2 Summarizes important details of each benefit area
      2.2.1 Distinguishes between essential and non-essential data

3. Calculates the amount of annual contributions to retirement fund (ERS)

   3.1 Realizes that both self and employer contribute to retirement fund (if hired after 1978)
   3.2 Uses formula: salary x 3% = employee contribution
      3.2.1 Mentally estimates correct answer
      3.2.2 Performs manual computations to arrive at the precise answer
         3.2.2a Converts percentage to decimal equivalent
         3.2.2b Multiplies gross annual salary by decimal
         3.2.2c Rounds dollar amounts to the hundredths place

3.2.3 Utilizes calculator to verify the answer

4. Understands how employee and employer split the cost of health insurance premiums

4.1 Recognizes that both self and employer contribute to health insurance premiums
4.2 Uses formula: 10% x premium cost = employee contribution
4.2.1 Mentally estimates correct answer
4.2.2 Performs manual computations to arrive at the precise answer
4.2.2a Converts percentage to decimal equivalent
4.2.2b Multiplies total insurance premium by decimal
4.2.2c Rounds dollar amounts to the hundredths place
4.2.3 Utilizes calculator to verify the answer
4.3 Uses formula: 90% x premium cost = employer contribution
4.3.1 Mentally estimates correct answer
4.3.2 Performs manual computations to arrive at the precise answer
4.3.2a Converts percentage to decimal equivalent
4.3.2b Multiplies total insurance premium by decimal
4.3.2c Rounds dollar amounts to the hundredths place
4.3.3 Utilizes calculator to verify the answer

5. Describes the process for accessing vision care vouchers, dental care, prescription plan, LEAP tuition reimbursement, and 50% tuition reimbursement

5.1 Locates information about each in the CSEA Agreement (Contract)
5.1.1 Uses table of contents
5.1.1a Scans headings in table of contents
5.1.1b Finds article under category heading
5.1.1c Locates page number for information needed
5.1.1d Selects alternative category heading if first source does not yield the necessary information
5.2 Paraphrases reference information

6. Discerns when to use sick time, personal leave time, and vacation time

6.1 Locates rules for each in the CSEA Agreement
- 6.1.1 Uses table of contents
  - 6.1.1a Scans headings in table of contents
  - 6.1.1b Finds article under category heading
  - 6.1.1c Locates page number for information needed
  - 6.1.1d Selects alternative category heading if first source does not yield the necessary information

6.2 Summarizes the important details of each type of leave time

6.3 Selects appropriate type of leave to request given a variety of written scenarios

7. Outlines the rules for receiving holiday pay, jury duty, sick leave with half pay, and death in the family allotment

7.1 Locates rules for each in the CSEA Agreement (Contract)
- 7.1.1 Uses table of contents
  - 7.1.1a Scans headings in table of contents
  - 7.1.1b Finds article under category heading
  - 7.1.1c Locates page number for information needed
  - 7.1.1d Selects alternative category heading if first source does not yield the necessary information

7.2 Summarizes the important details for receiving each type of pay

7.3 Decides how many days could be taken with pay in each of a variety of written scenarios

COMPETENCY F

Job Title: All Physical Plant Workers

Job Competency: Evaluates the differences between the health insurance plans offered by employer with a minimum of 90 percent accuracy

Performance Objectives

1. Assesses own situation to determine insurance needs

    1.1 Decides if a single, two-person, family , or family-without-spouse type of plan is best for self
    1.2 Analyzes what specific types of medical services are most frequently needed by self (and family, if applicable)
    1.3 Determines which coverages are most desirable for self (and family, if applicable)
        1.3.1 Doctor's care
        1.3.2 Hospital inpatient/outpatient services
        1.3.3 Maternity care
        1.3.4 Emergency care
        1.3.5 Mental health care
        1.3.6 Alcoholism/substance abuse
        1.3.7 Vision care
        1.3.8 Prescription rider
        1.3.9 Health and wellness programs
        1.3.10 Extended medical benefits

2. Researches the five health insurance plans available: Community Blue, Blue Choice, Preferred Care, Empire Plan, or Independent Health

    2.1 Determines the advantages and disadvantages of each plan
        2.1.1 Compares the coverages listed in the Benefits Summary foldout charts included with each plan packet
            2.1.1a Matches categories on charts
            2.1.1b Determines if one plan offers greater benefits in an area of interest
        2.1.2 Refers to the Provider Directory included with each plan packet to determine if current physician(s) are participating provider(s)
            2.1.2a Realizes the directory is arranged alphabetically by doctor specialty
            2.1.2b Scans directory to the alphabetic region of physician specialty

2.1.2b1 Memorizes alphabet
2.1.2b2 Realizes what letters come before the doctor's specialty in the alphabet
2.1.2b3 Realizes what letters come after the doctor's specialty in the alphabet
2.1.2b4 Recognizes doctor's name within a category
2.1.2c If unable to find own doctor's name, continues to search by selecting alternative specialty categories (i.e. family practice, general practice, internal medicine) until all options are exhausted
2.1.2d Attends to the footnotes signified by the printed crosses or asterisk beside the doctor's boldfaced name (where applicable)
2.1.2e Refers to segmented listings (located in the very back of the directory) for consulting health professionals, eye care specialists, optical providers, and referral specialists

3. Calculates the annual amount deducted from paycheck for health insurance premiums

3.1 Uses formula: monthly premium x no. of months = total annual cost
3.1.1a Multiplies whole numbers
3.1.1b Multiplies decimals
3.1.1c Rounds to the hundredths place
3.2 Uses formula: total cost x 10% = employee annual cost
3.2.1a Converts percentage to a decimal
3.2.1b Multiplies decimals
3.2.1c Rounds to the hundredths place
3.3 Utilizes calculator to verify results

4. Calculates the annual amount contributed by the organization to health insurance premiums

4.1 Uses formula: monthly premium x no. of months = total annual cost
4.1.1a Multiplies whole numbers
4.1.1b Multiplies decimals
4.1.1c Rounds to the hundredths place
4.2 Uses formula: total cost x 90% = employer annual cost
4.2.1a Converts percentage to a decimal
4.2.1b Multiplies decimals
4.2.1c Rounds to the hundredths place

4.3 Utilizes calculator to verify results

5. Decides which health insurance plan to choose

5.1 Selects two plans
5.2 Compares the costs of each plan
5.2.1 Uses a calculator to perform calculations to determine cost to self of each plan under consideration
5.2.1a Uses formula: monthly premium x no. of months = total annual cost
5.2.1a1 Multiplies whole numbers
5.2.1a2 Multiplies decimals
5.2.1a3 Rounds to the hundredths place
5.2.2 Identifies more expensive plan
5.2.2a Uses formula: cost of plan A - cost of plan B = difference
5.2.2a1 Subtracts decimals
5.3 Understands that co-pays are paid in addition to insurance premiums
5.4 Remembers to weigh the importance of extra services, coverage, or benefits (if any) of the more expensive plan
5.5 Repeats process to compare additional plans if desired

COMPETENCY G

Job Title: All Physical Plant Workers

Job Competency: Completes a benefits claim form with a minimum of 90 percent accuracy

Performance Objectives

1. Understands the purpose for completing the form
    - 1.1 Distinguishes between claim forms: dental, health, prescription, and tuition reimbursement
    - 1.2 Realizes which forms bring direct payment to the provider and which will bring a reimbursement check to self
        - 1.2.1 Includes all receipts when necessary
            - 1.2.1a Knows when to keep receipts

2. Completes personal data requested in an appropriate manner
    - 2.1 Uses black or blue ink, not red ink or pencil
    - 2.2 Memorizes social security number
    - 2.3 Prints legibly in manuscript letters
    - 2.4 Fills in only the specified areas, omitting all areas that must be left blank
        - 2.4.1 Recognizes printed details which highlight the information that must be provided by the insured
            - 2.4.1a Boldface
            - 2.4.1b Typeset in a second color
            - 2.4.1c Boxes with darkened borders which serve to separate sections of the form

3. Verifies that all information entered is correct
    - 3.1 Routinely double checks all data

COMPETENCY H

Job Title: All Physical Plant Workers

Job Competency: Summarizes the Employee Assistance Program (EAP) with a minimum of 95 percent accuracy

Performance Objectives

1. Reads EAP leaflet

    1.1 Understands the necessary vocabulary, including, but not limited to:

assets	voluntary	consultation
referral	counseling	allied resources
neutral	consequences	disciplinary procedures
persistent	confidential	deterioration
authorized	facilitator	specifically

2. Decides if EAP should be utilized by an employee given a variety of written scenarios

    2.1 Identifies problem
    2.2 Analyzes if it fits into the categories covered by EAP

COMPETENCY I

Job Title: All Physical Plant Workers

Job Competency: Grasps information contained in the SUNY Brockport Classified Civil Service Employee Handbook with a minimum of 85 percent accuracy

Performance Objectives

1. Has general awareness of the SUNY Brockport Classified Civil Service Employee Handbook

    1.1 Knows type of information contained in the Handbook
    1.2 Locates desired information in the Handbook
        1.2.1 Scans subject tabs located at the side of each section OR
        1.2.2 Uses table of contents
            1.2.2a Scans headings in table of contents
            1.2.2b Selects alternative category if first source does not yield the necessary information
        1.2.3 Understands the page layout
            1.2.3a Makes use of the guides given to follow the format: centered topic lines, side headings, and paragraph headings

2. Summarizes in oral form the highlights of each of the sections pertaining to own job

    2.1 Reads the pertinent sections:
        - Civil Service Status
        - Conduct & Job Performance
        - Salary Information
        - Ordinary Leaves with Pay
        - Sick Pay
        - Special Leaves with Pay
        - Separations
        - Attendance
        - Employee Benefits & Services
        - Safety
        - Workers' Compensation
        - Miscellaneous (Travel)

    2.2 Understands the necessary vocabulary, including, but not limited to:

intervals	terminated/termination	probationary
utilize	one day's notice	conjunction

violations	accrued benefits	enforcement
progressive	performance evaluations	necessitate
seniority	performance appraisals	deficiencies
suspension	timely fashion	grievance
tardiness	inattentiveness	absenteeism
unexcused	disciplinary action	simultaneous
incident	controlled substances	intoxicants
loitering	mitigating circumstances	falsifying
commence	consecutive working days	instigating
allotted	insubordination	willfully
humiliate	all-inclusive	harassment
exception	explicitly/implicitly	compliance
alleged	ethnic/ethnicity	reprimand
redress	intimidating	valuative
submission	elimination	sanctions
hostile	offensive	sensitize
	slurs and graffiti	

2.3 Discriminates between essential and nonessential information
- 2.3.1 Internalizes information while reading
- 2.3.2 Analyzes data for importance

2.4 Verbalizes in own language

3. Describes how adherence to the Handbook's guidelines relates to job retention and termination

3.1 Compiles a list of possible actions which would be considered unethical or result in disciplinary procedures
- 3.1.1 Refers to pertinent sections in the Handbook: Conduct & Job Performance, Attendance, Sick Leave, and Separations

3.2 Distinguishes between situations in which physical plant employees have conducted themselves properly or improperly from a variety of written scenarios
- 3.2.1 Identifies the problem
- 3.2.2 States why the employee is right or wrong
- 3.2.3 Defines how employee should have behaved in the situation when employee was wrong

COMPETENCY J

Job Title: All Physical Plant Workers

Job Competency: Demonstrates proficiency in overall working attitudes and behaviors with a degree of mastery acceptable to the supervisor*

Performance Objectives

1. Displays adaptability
    - 1.1 Adjusts to changes
        - 1.1.1 Schedules
        - 1.1.2 Job assignments
        - 1.1.3 Supervisors
        - 1.1.4 Coworkers
    - 1.2 Accepts additional responsibilities cheerfully

2. Knows the importance of punctuality and regular attendance to work
    - 2.1 Comes to work regularly at assigned time
    - 2.2 Calls in when going to be absent
        - 2.2.1 Role plays conversations with supervisor
            - 2.2.1a Asks for time off due to illness
            - 2.2.1b Gives appropriate prior notice
            - 2.2.1c Repeats process when absence lasts more than one day
            - 2.2.1d Explains reason for tardiness
    - 2.3 Knows when a doctor's excuse is necessary for return to work (after 4 days of absence)
    - 2.4 Discusses the disciplinary actions that occur as a result of excessive tardiness or absenteeism

3. Exhibits a positive attitude
    - 3.1 Shows confidence in own abilities
    - 3.2 Cooperates with others
    - 3.3 Works well as a team member
    - 3.4 Shows enthusiasm about job and learning new tasks
    - 3.5 Seeks help through Employee Assistance Program when personal problems interfere with job performance

4. Conducts self with decorum
    - 4.1 Uses appropriate, professional language
    - 4.2 Recognizes inappropriate, unprofessional behaviors
    - 4.3 Shows knowledge of discriminatory harassment behaviors
        - 4.3.1 Defines discriminatory harassment
            - 4.3.1a Labels the specific type of

harassment portrayed given a variety of incidents:
- Racial
- Ethnic
- Sexual
- Sexual preference
- Handicap

4.3.2 Lists the possible disciplinary actions that can be taken by the organization against an employee who harasses another

4.3.2a Researches disciplinary actions

4.4 Respects others' "social space"

4.5 Registers complaints by following the grievance procedures outlined by the Contract

4.5.1 Locates in the Contract the procedure to file a grievance

4.5.1a Uses table of contents

4.5.1a1 Scans headings in table of contents

4.5.1a2 Selects alternative category if first source does not yield the necessary information

4.5.1b Finds page number for grievance procedure

4.6 Gives proper notice when resigning from a job

5. Displays professional appearance

5.1 Dresses appropriately for occupation

5.2 Demonstrates proper personal hygiene

6. Responds appropriately to disciplinary counseling sessions and memos

6.1 Improves behavior(s) cited in session/memo

6.2 Seeks clarification when necessary

6.2.1 Asks questions in appropriate tone

6.2.2 Uses professional language

*Only the supervisor can evaluate how the worker performs this competency in actual practice. However, the tutor can determine how thoroughly the student understands the concepts through guided practice or activities.

COMPETENCY K

Job Title: All Physical Plant Workers

Job Competency: Demonstrates knowledge of general safety guidelines with 100 percent accuracy

Performance Objectives

1. Knows the safety guidelines in regards to:

   - Handling combustible materials
   - Fire hazards and prevention
   - Disposing of biohazardous materials
   - Walking on a wet floor
   - Apparel and jewelry worn on hair, hands, feet, and body
   - Operating any new piece of equipment
   - Standing on ladders/other furniture
   - Cleaning up broken glass
   - Picking up and moving heavy objects
   - Electrical hazards
   - Snow and ice removal

2. Explains the appropriate safety procedure to use in a variety of situations

   2.1 Distinguishes between situations in which physical plant employees have conducted themselves in a safe or unsafe manner
   - 2.1.1 Identifies the problem
   - 2.1.2 States why the employee's behavior was safe or unsafe
   - 2.1.3 Defines how employee should have behaved in the situation when employee's conduct was hazardous

3. Knows organization's procedures in the event of emergencies

   3.1 Reads SUNY Brockport Emergency & Service Manual
   - 3.1.1 Summarizes in own words the emergency procedures guidelines from memory
     - 3.1.1a Internalizes data while reading
     - 3.1.1b Memorizes essential data
     - 3.1.1c Reiterates in own words

COMPETENCY L

Job Title: All Physical Plant Workers

Job Competency: Answers questions about own and department coworkers' job responsibilities with a minimum of 85 percent accuracy

Performance Objectives

1. Reads own and department coworkers' job descriptions
    - 1.1 Comprehends format
        - 1.1.1 Utilizes organizational devices such as side headings, boldface type, and listings
    - 1.2 Understands the vocabulary included in the job descriptions
        - 1.2.1 Uses contextual clues to unlock meanings
        - 1.2.2 Uses a dictionary
2. Writes summary of own job description, including how own job fits in relationship to coworkers' positions
    - 2.1 Understands own and coworkers' job descriptions
    - 2.2 Compares and contrasts responsibilities
        - 2.2.1 Analyzes own responsibilities
        - 2.2.2 Analyzes others' duties
    - 2.3 Determines information to include in summary
    - 2.4 Prepares draft(s)
    - 2.5 Edits and revises draft(s)
    - 2.6 Prepares final version, using complete sentences that adhere to the rules of grammar
    - 2.7 Writes legibly using either manuscript or cursive
    - 2.8 Spells correctly
        - 2.8.1 Uses dictionary when necessary

COMPETENCY M

Job Title: All Physical Plant Workers

Job Competency: Understands the Annual Performance Evaluation form with a minimum of 90 percent accuracy

Performance Objectives

1. Explains the major areas in which rating occurs
    - 1.1 Reviews Performance Program section at the beginning of each evaluation period
        - 1.1.1 Understands essential vocabulary pertaining to own position
            - 1.1.1a Uses contextual clues to unlock meanings
            - 1.1.1b Uses a dictionary
        - 1.1.2 Asks supervisor for clarification when necessary
    - 1.2 Realizes that ratings will occur for each listed item at the end of the evaluation period
2. Defines the meaning of the rating classifications: outstanding, highly effective, effective, needs some improvement, and unsatisfactory
3. Compares Performance Program section with adjacent Performance Appraisal section
    - 3.1 Describes how own performance met, exceeded, or failed supervisor's expectations
4. Comprehends Supervisor's Comments section
    - 4.1 Identifies area to be improved
    - 4.2 Understands action(s) expected to be taken
    - 4.3 Knows people involved
    - 4.4 Asks supervisor for clarification when necessary
5. Completes Employee Comments section
    - 5.1 Responds in appropriate tone using professional language
    - 5.2 Uses complete sentences that adhere to the rules of grammar
    - 5.3 Writes legibly using either manuscript or cursive
    - 5.4 Spells correctly
        - 5.4.1 Knows how to look up words in a dictionary

COMPETENCY N

Job Title: All Physical Plant Workers

Job Competency: Understands the details of the Right-to-Know Law with a minimum of 95 percent accuracy

Performance Objectives

1. Reads Your "Right to Know" Law Overview

    1.1 Comprehends report format
        1.1.1 Follows such organizational devices as side headings, and bulleted lists
    1.2 Understands the vocabulary used in report
        1.2.1 Refers to glossary to locate definitions
    1.3 Decodes or possesses sight words, including, but not limited to:

potential	precautions	hazardous	toxic
chemicals	substances	chronic	suspected
explosive	irritants	carcinogens	reactive
corrosives	sensitizers	reproductive	acute
respirator	biohazardous	abrasions	solvents
asbestos	ventilation	combustible	alkalis

2. Explains how the "Right to Know' law affects own self and own job

    2.1 Internalizes data while reading
    2.2 Recognizes employees' rights
        2.2.1 Employer must provide health and safety training to workers who handle chemicals
        2.2.2 Employer must provide personal protective equipment (PPE)
        2.2.3 Employer must maintain records of employees and the chemicals with which they have worked
        2.2.4 Employee can ask for a Material Safety Data Sheet (MSDS) or chemical fact sheet
        2.2.5 Employee cannot be discriminated against for making a Right-to-Know request
    2.3 Verbalizes information in own language

COMPETENCY O

Job Title: All Physical Plant Workers

Job Competency: Exercises preventative measures when using chemicals with a minimum of 90 percent accuracy

Performance Objectives

1. Realizes that it is a violation of federal law to use any chemical product in a manner inconsistent with its labeling

    1.1 Refers to product label for information on product's intended use, correct temperatures, appropriate dilution ratios, etc
    1.2 Follows all safety precautions given on label
        1.2.1 Uses product only for intended purpose
        1.2.2 Uses product only within safe temperature and humidity ranges
            1.2.2a Reads a thermometer
                1.2.2a1 Understands range concepts of greater than, less than, and equal to (i.e. dilute with 130F-150F water)
            1.2.2b Reads a thermostat and hygrometer
                1.2.2b1 Understands range concepts of greater than, less than, and equal to (i.e. use only when humidity is 80% or less; use at room temperatures above 65F but below 90F)
            1.2.2c Prepares solutions by using dilution ratios
                1.2.2c1 Identifies measurement units and portions thereof: fluid ounces, cup, pint, quart, gallon, teaspoon, tablespoon, feet, inches, square feet
                1.2.2c2 Understands measurement units' relationship to each other
                1.2.2c3 Comprehends ratios

1.2.2d Wears recommended safety gear: Protective gloves, gowns, masks, eye coverings, respirator

2. Refers to a Material Safety Data Sheet to know the precautions and special equipment or conditions needed when dealing with a chemical

2.1 Locates essential data on Material Safety Data Sheet
2.1.1 Comprehends report format
2.1.1a Follows such organizational devices as side headings, lines which separate categories, and abbreviations described in footnotes
2.1.2 Understands the vocabulary used in the report
2.1.2a Refers to footnotes to clarify abbreviations
2.1.2b Uses dictionary when necessary

3. Contacts manufacturer when additional clarification is needed PRIOR to using the chemical

3.1 Finds phone number on Material Safety Data Sheet
3.2 Prepares question(s) in advance
3.3 Role plays phone call to a manufacturer

4. Follows organization's procedures in the event of a medical emergency

4.1 Knows organization's emergency procedures
4.1.1 Reads SUNY Brockport Emergency & Service Manual
4.1.2 Summarizes in own words the emergency procedures guidelines from memory
4.1.2a Internalizes data while reading
4.1.2b Memorizes essential data
4.1.2c Reiterates in own words

COMPETENCY P

Job Title: All Physical Plant Workers

Job Competency: Comprehends information contained on product labels typically encountered in the course of working duties with a minimum of 90 percent accuracy

Performance Objectives

1. Explains the product's use

    1.1 Reads label thoroughly
    1.2 Orally summarizes information on product use
    1.3 Understands pertinent vocabulary, including, but not limited to:

adequate ventilation	prohibitions	PPE
extraction-type	flammability	penetrate
barrier protection	reactivity	antidote
flush eyes/skin	contaminated	dilution
prolonged exposure	inhalation	corrosive
induce vomiting	internal/ly	precautions
milk of magnesia	combustible	ingestion
carbonates	external/ly	irritant

2. Answers written questions asking for details about a specific product

    2.1 Scans label for requested information
        2.1.1 Identifies key words
    2.2 Follows written directions sequentially

3. Understands warnings printed on the label

    3.1 Recognizes how important information and special instructions are shown in print
        3.1.1 Boldface
        3.1.2 Enlarged print
        3.1.3 Boxed or otherwise separated from the body of the text
    3.2 Identifies precautions, conditions, or equipment needed to use product safely
        3.2.1 Refers to a Material Safety Data Sheet if necessary
            3.2.1a Locates essential data on Material Safety Data Sheet
            3.2.1b Follows such organizational

abbreviations described in footnotes

3.2.1c Understands the vocabulary used in the report

3.2.1c1 Refers to footnotes to clarify abbreviations

3.2.1c2 Uses dictionary when necessary

3.2.2 Attends to colored labels affixed to applicator bottles by supervisor

4. Summarizes warranty information

5. Differentiates between similar items (i.e. latex- and oil-based paints)

5.1 Reads labels for comparison purposes

5.2 Identifies difference(s) between products

6. Communicates with product's manufacturer

6.1 Calls for further information about product

6.1.1 Prepares questions in advance

6.1.2 Locates manufacturer's phone number on product label

6.1.3 Use appropriate language and tone when speaking with the manufacturer's representative on the phone

6.2 Writes product complaint letter

6.2.1 Locates manufacturer's name and address on product label

6.2.2 Composes a clear, concise description of the problem/complaint

6.2.3 Demonstrates knowledge of the writing process

6.2.3a Prewrites on scrap paper

6.2.3b Composes first draft on scrap paper

6.2.3c Revises first draft

6.2.3d Uses complete sentences that adhere to the rules of grammar in final version

6.2.3e Writes with a sense of audience and with appropriate tone

6.2.4 Uses business letter format for final version

6.2.4a Knows the parts of a letter

6.2.5 Writes legibly using either manuscript or cursive

6.2.5a Spells correctly, using a dictionary when necessary

COMPETENCY Q

Job Title: All Physical Plant Workers

Job Competency: Identifies the type of hazardous material when calling SUNY Brockport Public Safety Department in an emergency situation with 100 percent accuracy

Performance Objectives

1. Role plays calling Public Safety given a variety of written situations

    1.1 Identifies location of emergency
    1.2 Clearly explains what the emergency is
    1.3 Reports the type of hazardous material involved in the emergency situation
        1.3.1 Recognizes the following words printed on the United States Standardized warning placards:

DANGEROUS	RADIOACTIVE	CORROSIVE
BLASTING AGENTS	EXPLOSIVES	COMBUSTIBLE
NON FLAMMABLE	POISON GAS	OXIDIZER
FLAMMABLE	ORGANIC PEROXIDE	

COMPETENCY R

Job Title: All Physical Plant Workers

Job Competency: Finds requested information in the SUNY Brockport Emergency and Services Manual with a minimum of 95 percent accuracy

Performance Objectives

1. Demonstrates general awareness of the SUNY Brockport Emergency & Service Manual
    - 1.1 Knows type of information contained in the Manual
    - 1.2 Locates desired information in the Manual
        - 1.2.1 Scans subject tabs located at the bottom of each section
            - 1.2.1a Selects alternative category if first source does not yield the necessary information
        - 1.2.2 Understands the page layout
            - 1.2.2a Makes use of the guides given to follow the format: centered topic lines, side headings, and paragraph headings
2. Attends to special instructions
    - 2.1 Recognizes how important information and special instructions are shown in print
        - 2.1.1 Boldface
        - 2.1.2 Enlarged print
        - 2.1.3 Boxed or otherwise separated from body of text
        - 2.1.4 Bulleted or enumerated lists
3. Utilizes campus map
    - 3.1 Locates buildings on the campus
        - 3.1.1 Identifies building type
            - 3.1.1a Finds building name under category
        - 3.1.2 Uses map key to locate longitudinal number and latitudinal letter for building
            - 3.1.2a Longitude is vertical
            - 3.1.2b Latitude is horizontal
        - 3.1.3 Pinpoints intersection of longitudinal number and latitudinal letter
    - 3.2 Identifies appropriate parking lots in which to park own vehicle
        - 3.2.1 Knows color of own parking sticker
        - 3.2.2 Refers to map's parking key to match sticker

color to parking lot letter(s)

3.3 Finds location of exterior and interior emergency phones
- 3.3.1 Uses map's legend to identify interior emergency phone symbol
- 3.3.2 Uses map's legend to identify exterior emergency phone symbol
- 3.3.3 Looks for all occurrences of these symbols on the map

3.4 Understands the relationship between geographical directions
- 3.4.1 Identifies north, south, east, and west on the map
- 3.4.2 Explains how directions relate to one another (i.e. north is opposite of south)
- 3.4.3 Develops a personal system for remembering how directions relate to SUNY Brockport's campus (i.e. Lake Ontario is north of Brockport; Rochester is east; Buffalo is west)

COMPETENCY S

Job Title: All Physical Plant Workers

Job Competency: Interprets information derived from a work-related memorandum with a minimum of 90 percent accuracy

Performance Objectives

1. Pinpoints the important information contained in a memorandum

    1.1 Reads entire memo
    1.2 Summarizes each paragraph
        1.2.1 Identifies the key words in each paragraph
        1.2.2 Restates the main idea of each paragraph using own language
            1.2.2a Demonstrates ability to internalize information during the reading process

2. Discerns how information contained in memorandum pertains to own position

    2.1 Determines to whom the memorandum is directed
    2.2 Decides if and how it affects own job
        2.2.1 Orally explains how own job is affected

COMPETENCY T

Job Title: All Physical Plant Workers

Job Competency: Relates information by writing a short (3-paragraph) work-related memorandum with a minimum of 95 percent accuracy

Performance Objectives

1. Ascertains the main idea and supporting details from an oral description of a typical work problem

    1.1 Internalizes information during the listening process

2. Composes a clear, concise message regarding the problem

    2.1 Determines to whom the memorandum should be directed
    2.2 Demonstrates knowledge of the writing process
        2.2.1 Prewrites on scrap paper
        2.2.2 Composes first draft on scrap paper
        2.2.3 Edits and revises first draft
        2.2.4 Uses complete sentences that adhere to the rules of grammar in final version
            2.2.4a Writes with appropriate tone for intended audience
    2.3 Uses memorandum format for final version
        2.3.1 Knows the parts of a memorandum
    2.4 Writes legibly using either manuscript or cursive
        2.4.1 Spells correctly
            2.4.1a Uses a dictionary when necessary

COMPETENCY U

Job Title: All Physical Plant Workers

Job Competency: Retrieves pertinent information from typical work-related materials, including newsletters, bulletin board notices, pamphlets, and fact sheets with a minimum of 85 percent accuracy

Performance Objectives

1. Answers questions based on information contained in a bulletin board notice, pamphlet, fact sheet, and newsletter article

    1.1 Follows each document's organizational format
        1.1.1 Sentence fragments
        1.1.2 Newspaper-style columns.
        1.1.3 Continuation articles (articles spread over several pages)
    1.2 Scans each document for requested information
        1.2.1 Recognizes how important information is depicted in print
            1.2.1a Boldface
            1.2.1b Enlarged print
            1.2.1c Boxed or otherwise separated from the body of the text
            1.2.1d Asterisks indicate footnotes
    1.3 Skims each document for information
        1.3.1 Looks for key words

2. Writes a summary of information given for each bulletin board notice, pamphlet, fact sheet, and newsletter article in a well-organized format

    2.1 Reads each document carefully
    2.2 Determines essential data to include in each summary
    2.3 Prepares drafts
    2.4 Edits and revises drafts
    2.5 Prepares final versions, using complete sentences that adhere to the rules of grammar
    2.6 Writes legibly using either manuscript or cursive
    2.7 Spells correctly
        2.7.1 Uses dictionary when necessary

COMPETENCY V

Job Title: All Physical Plant Workers

Job Competency: Reads equipment manuals to obtain necessary information with a minimum of 80 percent accuracy

Performance Objectives

1. Identifies model number of equipment

    1.1 Looks in all possible locations on piece of equipment

2. Uses table of contents in equipment manual

    2.1 Scans headings in table of contents
    2.2 Locates page number for information needed
    2.3 Selects alternative headings if first source does not yield the necessary information

3. Interprets diagrams shown in equipment manual

    3.1 Determines the part that needs repair or replacement
        3.1.1 Compares actual part with diagram
        3.1.2 Obtains correct part name to use when requesting repair/replacement part

4. Follows written directions sequentially

5. Retrieves information from tables

    5.1 Locates part numbers
    5.2 Determines nearest warranty or repair service address and/or phone number
    5.3 Finds "Things to Try/Remedy" from scanning "Types of Problems" column in a troubleshooting chart
    5.4 Ascertains how often different routine maintenance tasks must be completed in a maintenance chart

6. Attends to special instructions

    6.1 Recognizes how important information and special instructions are shown in print
        6.1.1 Boldface
        6.1.2 Enlarged print
        6.1.3 Boxed or otherwise separated from body of text

6.2 Reads warranty information
6.3 Knows that asterisks mean to refer to a footnote at the bottom of the page

7. Understands written question-and-answer format for equipment troubleshooting procedures

8. Follows organization's specified procedures for reporting malfunctioning equipment

COMPETENCY W

Job Title: All Physical Plant Workers

Job Competency: Demonstrates the ability to fill out an Employee Suggestion Award Program Entry form with a minimum of 90 percent accuracy

Performance Objectives

1. Determines if idea can be submitted

    1.1 Reads rules pertaining to exemptions

2. Writes a detailed summary of the suggestion

    2.1 Demonstrates knowledge of the writing process
        2.1.1 Prewrites on scrap paper
        2.1.2 Composes draft(s) on scrap paper
        2.1.3 Edits and revises draft(s)
        2.1.4 Uses complete sentences that adhere to the rules of grammar in final version
    2.2 Submits final version on Employee Suggestion Award Program Entry form
    2.3 Writes legibly using either manuscript or cursive
        2.3.1 Spells correctly
            2.3.1a Uses dictionary when necessary

3. Describes how the suggestion will improve the organization

4. Understands the employee suggestion program process

    4.1 Identifies to whom the suggestion form should be submitted
    4.2 Anticipates acknowledgement of receipt by committee
    4.3 Knows the committee meets monthly to review suggestions submitted during the previous month

COMPETENCY X

Job Title: All Physical Plant Workers

Job Competency: Completes a SUNY Brockport Report of Accident or Injury form with a minimum of 90 percent accuracy

Performance Objectives

1. Inserts necessary information in spaces provided

    1.1 Prints legibly
    1.2 Checks to be sure all information has been included
    1.3 Verifies that all information is correct

2. Utilizes a phone directory if necessary to ascertain the exact address of physician and hospital

3. Writes narrative that includes the details of who, what, when, where, and how the event occurred

    3.1 States information in concise terms
    3.2 Uses complete sentences that adhere to the rules of grammar
    3.3 Writes legibly using either manuscript or cursive
    3.4 Spells correctly
        3.4.1 Knows how to look up words in a dictionary

COMPETENCY Y

Job Title: All Physical Plant Workers

Job Competency: Comprehends all paperwork accounting for work hours and leave time accrued with a minimum of 95 percent accuracy

Performance Objectives

1. Fills out a time card accurately
    - 1.1 Understands military time punched by time clock
        - 1.1.1 Knows that 2400 hours is midnight and that 1200 hours is noon
        - 1.1.2 Explains how afternoon and evening times are represented in military time
        - 1.1.3 Converts regular clock hours into military time
    - 1.2 Performs calculations to determine number of hours worked on each date in a pay period
        - 1.2.1 Defines a pay period (2 weeks beginning on a Thursday and ending on a Wednesday)
        - 1.2.2 Records hours worked (and portions thereof) in the appropriate location on the time card
            - 1.2.2a Knows there are 60 minutes in an hour
            - 1.2.2b Comprehends how portions of an hour are depicted by fractions or decimals (i.e. 15 minutes is 1/4 or .25 hour)
            - 1.2.2c Subtracts: time out for lunch - time punched in = prelunch hours worked
            - 1.2.2d Subtracts: time punched out - time returned from lunch = postlunch hours worked
            - 1.2.2e Adds: prelunch hours + postlunch hours = total hours worked on that date
    - 1.3 Adds the numbers in the "Total Hours Worked" column to generate a grand total of hours for the pay period
        - 1.3.1 Adds whole numbers
        - 1.3.2 Adds mixed numbers (fractions or decimals)
    - 1.4 Identifies pass days (2 days off out of every 7) and holidays appropriately in the "Remarks" column
        - 1.4.1 Knows the 12 legal holidays recognized by SUNY Brockport
    - 1.5 Indicates overtime in the correct column
        - 1.5.1 Realizes that in order for overtime to be compensated, it must be approved in advance by supervisor
            - 1.5.1a Recognizes that overtime is offered based on seniority status

1.6 Identifies sick time, vacation, family sick leave, and personal time in the correct columns

1.6.1 Knows when to declare each type of leave based upon the descriptions given in the CSEA Contract

1.6.1a Locates information in contract

1.6.1a1 Uses table of contents

1.6.1a2 Scans headings in table of contents

1.6.1a3 Finds article under category heading

1.6.1a4 Locates page number for information needed

1.6.1a5 Selects alternative category heading if first source does not yield the necessary information

2. Keeps track of sick time, personal time, and vacation hours accrued accurately

2.1 Understands how time is accumulated for each type of leave

2.1.1 Sick time: During the first seven years of service 4 hours are earned each pay period. During the pay period in which the employee's first anniversary date of hire falls, an additional 8 hours are posted; on 2nd anniversary 16 more hours; on 3rd anniversary 24 more; on 4th anniversary 32 more; on 5th anniversary 40 more; and on the 6th anniversary 48. After the seventh anniversary 6 hours are accrued each pay period and 56 additional hours are granted. (From Article 10 of the CSEA Contract)

2.1.2 Vacation time: During the first seven years of service 4 hours are earned each pay period. During the pay period in which the employee's first anniversary date of hire falls, an additional 8 hours are posted; on 2nd anniversary 16 more hours; on 3rd anniversary 24 more; on 4th anniversary 32 more; on 5th anniversary 40 more; and on the 6th anniversary 48. After the seventh anniversary 6 hours are accrued every pay period and 56 additional hours are granted. (From Article 10 of the CSEA Contract)

2.1.3 Personal time: Forty hours are posted on the first day of employment and an additional 40 hours are posted each year on the employee's anniversary date

2.2 Adds hours accumulated each pay period to previous balance

2.2.1 Records in the appropriate "Credits Earned" column

2.2.2 If an anniversary date, records correct amount of additional hours for both sick time, vacation time, and personal time

2.2.3 Adds whole numbers

2.2.4 Adds mixed numbers (fraction or decimal)

2.2.5 Puts new total in the appropriate "Subtotal" column

2.3 Deducts hours used each pay period from previous balance

2.3.1 Records in the appropriate "Charges" column

2.3.2 Subtracts whole numbers

2.3.3 Subtracts mixed numbers (fraction or decimal)

2.3.4 Puts new total in the appropriate "Balance Forward" column

3. Realizes that personal and vacation hours not used will be lost after 320 hours (of each) have accrued, but that sick hours can accrue to 1,600 hours of which 1,320 hours may be cashed in at retirement time

3.1 Comprehends the provisions of Article 10 of the current CSEA Contract

COMPETENCY Z

Job Title: All Physical Plant Workers

Job Competency: Completes procedures to take time off from work with 100 percent accuracy

Performance Objectives

1. Fills out request at least five days in advance

    1.1 Gives supervisor time to arrange for coverage
    1.2 Allows supervisor a chance to approve or disapprove

2. Records both the current date and desired dates and times of leave requested

    2.1 Determines dates from a calendar
    2.2 Understands time designations
        2.2.1 Knows AM is morning
        2.2.2 Knows PM is afternoon and evening
        2.2.3 Realizes noon is 12 PM
        2.2.4 Realizes midnight is 12 AM

3. Indicates type of leave time

    3.1 Marks vacation, personal, sick, family sick leave, compensatory time, holiday compensatory time, workers' compensation leave with pay, or employee organization leave with pay
        3.1.1 Selects appropriate type of leave time from definitions given in current CSEA Agreement
            3.1.1a Locates desired information in contract
                3.1.1a1 Uses table of contents
                3.1.1a2 Scans headings in table of contents
                3.1.1a3 Locates page number for desired information
                3.1.1a4 Chooses alternative headings if first one does not yield the necessary information
            3.1.1b Reads description of types of leave time available
            3.1.1c Knows which types of leave may require documentation

4. States reason for leave

4.1 States information in concise terms
4.2 Uses complete sentences that adhere to the rules of grammar
4.3 Writes legibly using either manuscript or cursive
4.3.1 Spells correctly by using a dictionary when necessary

5. Comprehends that request may be denied based on seniority considerations (i.e. if three people all want the same vacation week, the one with the least seniority must change weeks)

5.1 Defines seniority
5.2 Refers to posted schedule of workers' vacation to decide what vacation week to request
5.2.1 Adapts vacation plans
5.2.1a Requests another time when employee(s) with more seniority have already requested desired week

6. Verifies a return from leave memo

6.1 Checks name, date, and time of return to work
6.2 Signs name in appropriate location

COMPETENCY AA

Job Title: All Physical Plant Workers

Job Competency: Possesses the literacy skills necessary to avail self of promotional opportunities within the SUNY Brockport organization and New York State Civil Service employment

Performance Objectives

1. Gleans information from a SUNY Brockport Staff Vacancy Notice

    1.1 Identifies the position available
        1.1.1 Notes the job title, grade, and line number
    1.2 Paraphrases the responsibilities described on the notice
        1.2.1 Internalizes data while reading
        1.2.2 Verbalizes information in own language
    1.3 Decides if self possesses the necessary qualifications
        1.3.1 Compares own experience to the criteria listed on the notice
        1.3.2 Understands the meaning of the seniority clause, Article 25.1c in the Contract
    1.4 Pinpoints the appointment date and annual salary
    1.5 Finds out how to apply for the position
        1.5.1 Contacts Personnel Office for an application
    1.6 Realizes the applications filed after the published deadline will not be considered
        1.6.1 Heeds the application deadline

2. Applies for a SUNY Brockport vacancy for which self is qualified

    2.1 Fills out a Non-competitive and Labor Class Promotion Application (no other form will be considered)
        2.1.1 Writes legibly using cursive or manuscript
        2.1.2 Gives the correct seniority dates
        2.1.3 Correctly lists the trade, job title, and line number of the desired position
            2.1.3a Gets information from the Staff Vacancy Notice
            2.1.3b Double checks (if incorrect, application is discarded)
        2.1.4 Writes a brief persuasive essay detailing how own training and experience dovetails with the job duties and qualifications specified on the vacancy notice
            2.1.4a Selects pertinent information to include in the essay
                2.1.4a1 Emphasizes own duties and skills that are relevant to those

mentioned on the announcement

2.1.4b Demonstrates knowledge of the writing process
- 2.1.4b1 Prewrites on scrap paper
- 2.1.4b2 Composes draft(s) on scrap paper
- 2.1.4b3 Edits and revises draft(s)
- 2.1.4b4 Uses concise, complete sentences that adhere to the rules of grammar in final version

2.1.4c Submits final version on the Non-competitive and Labor Class Promotion Application form

2.1.4d Writes legibly using either manuscript or cursive
- 2.1.4d1 Spells correctly, using a dictionary if necessary

3. Fully comprehends a New York State Department of Civil Service Promotion Examination announcement

- 3.1 Knows the purpose of sitting for the exam
  - 3.1.1 Understands jobs are assigned on a competitive basis based on examination scores
- 3.2 Identifies the job title(s)
- 3.3 Reads job duties for each title
- 3.4 Decides if self possesses the necessary qualifications

4. Applies to take a New York State Department of Civil Service Promotion Examination

- 4.1 Adheres to restrictions: must print or type, must have U.S. mail's postmark
- 4.2 Indicates in spaces given any special instructions regarding self
  - 4.2.1 States if different testing arrangements are necessary due to being disabled or a Saturday Sabbath observer
  - 4.2.2 Claims veteran credits if applicable
    - 4.2.2a Refers to dates printed on application to see if eligible
  - 4.2.3 Explains in the "Remarks" section if a position held previously made self qualified to take the exam even though not presently employed in that position
  - 4.2.4 Declares proper credit for seniority
    - 4.2.4a Recognizes that a point is added to a passing exam score for each five-year period of service (excluding the first year)
  - 4.2.5 Realizes that all the above-listed information must be present on the application to be acknowledged (i.e. cannot declare veteran status

or claim seniority later)

4.3 Determines code to use for testing center nearest home
- 4.3.1 Reads a two column list using leaders
  - 4.3.1a Follows leaders (dots) to locate coordinating information

4.4 Knows what to do if the exam entrance notice has not arrived at least three days prior to the test date
- 4.4.1 Locates phone number on the exam announcement form
  - 4.4.1a Retains exam announcement form

5. Prepares to take a New York State Department of Civil Service Promotion Examination

5.1 Researches material to be covered by the exam
- 5.1.1 Locates a Civil Service Testing Guide for the particular job title by calling bookstores or libraries
- 5.1.2 Verifies that the test practice book covers the same areas as the exam
  - 5.1.2a Compares outline given on the examination announcement with the table of contents in the book

5.2 Studies the practice exam book
- 5.2.1 Reads every chapter before taking the practice exams
- 5.2.2 Takes similar exams at home after creating conditions that simulate the actual testing situation (i.e. time limits)
- 5.2.3 Checks own test answers against key given
- 5.2.4 Rereads material regarding subject(s) for which wrong answers were given
  - 5.2.4a Locates appropriate section in book
- 5.2.5 Repeats the process until all practice exams have been completed with passing scores

COMPETENCY BB

Job Title: All Physical Plant Workers

Job Competency: Follows appropriate procedures to travel on state business with a minimum of 90 percent accuracy

Performance Objectives

1. Files necessary paperwork to travel

    1.1 Completes a Request for Authorization to Travel form at least a week prior to anticipated travel
        1.1.1 Records all requested information in the spaces provided
            1.1.1a Writes legibly in either manuscript or cursive
        1.1.2 Describes the trip's purpose
            1.1.2a States information in concise terms
            1.1.2b Uses complete sentences that adhere to the rules of grammar
            1.1.2c Writes legibly using either manuscript or cursive
            1.1.2d Spells correctly, using a dictionary when necessary
        1.1.3 Fills in the dates and times of anticipated travel
            1.1.3a Determines dates from a calendar
            1.1.3b Understands time designations
                1.1.3b1 Realizes AM is morning
                1.1.3b2 Knows PM is afternoon and evening
                1.1.3b3 Realizes noon is 12 PM
                1.1.3b4 Knows midnight is 12 AM
        1.1.4 Identifies method of transportation
            1.1.4a Knows that common carrier means train, bus, or airplane
        1.1.5 Checks box to request money for transportation, lodging, or cash advance
        1.1.6 Obtains appropriate signatures
        1.1.7 Calls Travel Office if clarification is necessary

2. Files required paperwork to use a state vehicle

    2.1 Completes a Vehicle Request form at least three days before anticipated need
        2.1.1 Realizes that possession of a valid NYS driver's license is essential

2.1.2 Records all requested information in the spaces provided

2.1.3 Describes the trip's purpose

- 2.1.3a States information in concise terms
- 2.1.3b Writes legibly using either manuscript or cursive

2.1.4 Fills in the dates and times of anticipated travel

- 2.1.4a Determines dates from a calendar
- 2.1.4b Understands time designations
  - 2.1.4b1 Realizes AM is morning
  - 2.1.4b2 Knows PM is afternoon and evening
  - 2.1.4b3 Realizes noon is 12 PM
  - 2.1.4b4 Knows midnight is 12 AM

2.1.5 Obtains appropriate signature

2.1.6 Follows instructions printed on form regarding how and when the vehicle can be picked up and returned

2.1.7 Completes section to report the miles driven and any mechanical difficulties experienced

- 2.1.7a Records date, time, and odometer reading at the time of pick up
- 2.1.7b Records date, time, and odometer reading at the time of return
- 2.1.7c Subtracts odometer readings to find total miles driven
  - 2.1.7c1 Subtracts decimals
- 2.1.7d Writes a clear, concise explanation of any mechanical difficulties that arose

2.1.8 Submits a Vehicle Mileage Sheet

- 2.1.8a Records date, name, car number, and starting odometer reading
- 2.1.8b Records ending odometer reading at the time of return
- 2.1.8c Subtracts odometer readings to find total miles driven
  - 2.1.8c1 Subtracts decimals

COMPETENCY CC

Job Title: All Physical Plant Workers

Job Competency: Handles keys and the related paperwork with a degree of competency acceptable to supervisor*

Performance Objectives

1. Fills out a SUNY Brockport Key Request form when a key is needed
    - 1.1 Identifies when a key is needed (i.e. the storage closet and classroom(s) in a newly assigned area)
    - 1.2 Obtains appropriate form
    - 1.3 Records requested information legibly on the lines given: name, building in which department is located, department, work phone #
        - 1.3.1 Writes legibly using either manuscript or cursive
    - 1.4 Records the building, room number, and key number of the key(s) needed
        - 1.4.1 Jots down the location of the place for which the keys are needed in advance
    - 1.5 States the reason for the request
        - 1.5.1 States information in concise terms
        - 1.5.2 Uses complete sentences that adhere to the rules of grammar
        - 1.5.3 Writes legibly using either manuscript or cursive
        - 1.5.4 Spells correctly
            - 1.5.4a Uses a dictionary when necessary
    - 1.6 Obtains the three necessary authorization signatures
    - 1.7 Signs name on the line provided only upon receipt of the key(s)

2. Submits a Key Transfer form when keys signed out in own name are given to another person
    - 2.1 Records requested information in spaces provided
        - 2.1.1 Identifies key by recording its engraved number
        - 2.1.2 Writes own name in "Transferred From" column
        - 2.1.3 Writes receiving person's name in "Transferred To" column
        - 2.1.4 Submits form to appropriate person
    - 2.2 Recognizes the importance of the College always having a record of the whereabouts of all its keys at all times
        - 2.2.1 Realizes that the Transfer form protects self in the event of theft, vandalism, assault, breech of file confidentiality, etc

3. Follows appropriate procedures when keys have been lost

3.1 Notifies Public Safety immediately
3.2 Accurately explains the problem
3.3 Pays fee
3.4 Obtains replacement keys by filling out another SUNY Brockport Key Request form

4. Returns keys that are no longer needed to the campus lockshop as soon as possible

*Only the supervisor can evaluate how the worker performs this competency in actual practice. However, the tutor can determine how thoroughly the student understands the concepts through guided discussion or activities.

JOB COMPETENCIES FOR ACADEMIC AND DORM MAINTENANCE STAFF

COMPETENCY AD-A

Job Title: All Academic and Dorm Maintenance Workers

Job Competency: Orders correct quantity of supplies for a construction project with a minimum of 95 percent accuracy

Performance Objectives

1. Transfers oral directions into a diagram

    1.1 Uses consistent symbols for feet (') and inches (")
    1.2 Verifies measurements in inches, feet, and yards (and portions thereof)

2. Performs calculations to determine the amount of supplies needed

    2.1 Adds whole numbers
    2.2 Adds fractions
    2.3 Adds mixed numbers
    2.4 Determines square footage
        2.4.1 Multiplies whole numbers
        2.4.2 Multiplies mixed numbers
            2.4.2a Knows how to convert a mixed number into an improper fraction
    2.5 Solves problems involving common metric measurements (decameters, meters, decimeters, centimeters, and millimeters)
        2.5.1 Understands metric measurement's relationship to U.S. Standard Measurement System (i.e. realizes a meter is slightly longer than a yardstick)

3. Fills out a Bulk Supply Request form based on the diagram and its related calculations

    3.1 Completes form at least three days in advance of needing the materials
    3.2 Enters thorough descriptions and the quantities desired in the appropriate columns
        3.2.1 Writes legibly in either cursive or manuscript
    3.3 Reviews the Bulk Supply Request form to be certain that all items are included and the proper quantities ordered
        3.3.1 Double checks the amounts ordered
            3.3.1a Checks dimensions by verifying measurements in inches, feet, and

yards (and portions thereof)

3.3.1b Double checks all calculations

4. Verifies a purchase requisition

4.1 Compares description and quantity columns with the Bulk Supply Request form

4.1.1 Contacts the person listed on the form when there is an error or question about the order

4.1.1a Locates person's telephone extension on the form

4.1.1b Refers to the requisition number

4.1.1b1 Finds the purchase requisition number at the top of the form

4.2 Identifies company materials are being ordered from

4.2.1 Knows that vendor is the business items will be purchased from

4.2.2 Locates vendor information on the form

4.3 Checks pricing and totals

4.3.1 Uses formula: quantity x unit price = extension

4.3.1a Multiplies whole numbers

4.3.1b Multiplies decimals

4.3.2 Uses formula: total of all extensions = total of requisition before discount

4.3.2a Adds whole numbers

4.3.2b Adds decimals

4.3.3 Uses formula: requisition total x discount percentage's complement = final total price

4.3.3a Determines complement of a percentage (i.e. the complement of a 20% discount is 80%)

4.3.3b Converts the complement percentage into a decimal

4.3.3c Multiplies decimals

4.3.3d Rounds answer to the hundredths place

4.3.4 Verifies all answers with a calculator

COMPETENCY AD-B

Job Title: All Academic and Dorm Maintenance Workers

Job Competency: Answers questions about a SUNY Brockport Operations Report with a minimum of 95 percent accuracy

Performance Objectives

1. Comprehends computer printout table
    - 1.1 Determines the campus location
        - 1.1.1 Finds appropriate row
    - 1.2 Ascertains when an event begins and ends
        - 1.2.1 Locates intersection of column and row
            - 1.2.1a Chooses correct column of 16 choices
    - 1.3 Identifies sponsoring department, responsible person's name and campus extension
        - 1.3.1 Locates intersection of column and row
            - 1.3.1a Chooses correct column of 16 choices
    - 1.4 Notes special instructions
        - 1.4.1 Scans "Setup" and "Additional Equipment" columns
            - 1.4.1a Locates intersection of columns and row
            - 1.4.1b Chooses correct columns of 16 choices
2. Refers to setup diagrams when directed to do so by computer printout

COMPETENCY AD-C

Job Title: All Academic and Dorm Maintenance Workers

Job Competency: Generates a Dormitory Project Sheet with a minimum of 95 percent accuracy

Performance Objectives

1. Transfers data from an unsequenced computer printout of jobs pending to a formal "to-do" list entitled Dormitory Project Sheet
    - 1.1 Lists jobs in prioritized order
        - 1.1.1 Enters projects in the order in which they should be completed in the "Work to be Done" column
            - 1.1.1a Scans computer printout for priority numbers
    - 1.2 Fills in the "Building Name" and "Parts and Supplies" in the appropriate columns
        - 1.2.1 Writes legibly in either cursive or manuscript
    - 1.3 Records the date and time when project is started in the appropriate columns
        - 1.3.1 Determines date from a calendar
        - 1.3.2 Understands time designations
            - 1.3.2a Knows AM is morning
            - 1.3.2b Knows PM is afternoon and evening
            - 1.3.2c Realizes noon is 12 PM
            - 1.3.2d Realizes midnight is 12 AM
        - 1.3.3 Reads time from a digital or standard watch or clock
2. Estimates the time needed to do the entire task
    - 2.1 Determines if assistance is needed (additional workers)
    - 2.2 Knows fractional equivalents for portions of an hour (i.e. 3 hours and 45 minutes is 3 3/4 hours)
    - 2.3 Records the estimate in the appropriate column
3. Enters date in the "Completed" column upon finishing the project

COMPETENCY AD-D

Job Title: All Academic and Dorm Maintenance Workers

Job Competency: Completes a Dormitory Vandalism Sheet with a minimum of 95 percent accuracy

Performance Objectives

1. Determines when to make an entry on the Dormitory Vandalism Sheet
   - 1.1 Ascertains if work order is the result of vandalism
2. Makes appropriate entries
   - 2.1 Fills in the "Building Name," "Room #," "Parts/Materials," and "Tradesman" information in the designated columns
     - 2.1.1 Writes legibly in either cursive or manuscript
   - 2.2 Records the date when project was assigned in the appropriate column
3. Computes the manhours needed to do the entire task
   - 3.1 Knows fractional equivalents for portions of an hour (i.e. 3 hours and 45 minutes is 3 3/4 hours)
   - 3.2 Records the timed needed in the "MHR" column
     - 3.2.1 Knows MHR is the abbreviation for manhours
     - 3.2.2 Writes numerals legibly
4. Enters date in the "Completed" column upon finishing the project

JOB COMPETENCIES FOR CUSTODIAL STAFF

COMPETENCY CS-A

Job Title: All Custodial Staff

Job Competency: Understands the written vocabulary frequently encountered during job duties with a minimum of 95 percent accuracy

Performance Objectives

1. Recognizes the following words embedded in print (i.e. product labels, supply catalogs, advertisements):

non-buffable	low lustre	seal-finish
terrazzo	formulated	solvent-based
synthetic	versatile	recoatability
abrasion	bonding	stripping
inconsistent	neutralizer	biodegradable
adequate ventilation	prohibitions	abrade
extraction-type	emulsifying	penetrate
barrier protection	non-porous	antidote
flush eyes/skin	contaminated	dilution
prolonged exposure	inhalation	corrosive
induce vomiting	internal/ly	lint-free
airless sprayer	combustible	wrung-out
resilient vinyl	external/ly	dilute
formica	residue	compounds
flammability	reactivity	ingredients
liberal amount	inert	sanitizing
concentrate	defoamer	PPE
disinfectant	deodorize	precautions
milk of magnesia	enamel	bacteria
germicidal	fungicide	virucide
detergent	linoleum	refrigerant
burnishing	irritant	ingestion
excluding	carbonates	encrustations
resuscitate	persists	dispenser

   1.1 Uses context clues to unlock meanings
   1.2 Anticipates words based on prior knowledge and experience
   1.3 Uses a dictionary to locate words when other methods do not yield the answer

COMPETENCY CS-B

Job Title: All Custodial Staff

Job Competency: Understands the Brockport State College Housekeeping Department Attendance Agreement form with 100 accuracy

Performance Objectives

1. Realizes the importance of punctuality and regular attendance to work

    1.1 Comes to work regularly at assigned time
    1.2 Calls in when going to be absent
        1.2.1 Locates appropriate phone number on the form
        1.2.2 Role plays conversations with supervisor
            1.2.2a Asks for time off due to illness
            1.2.2b Gives appropriate prior notice
            1.2.2c Explains reason for tardiness
        1.2.3 Repeats process when absence lasts more than one day
    1.3 Knows when a doctor's excuse is necessary for return to work
    1.4 Discusses the financial penalty that occurs as a result of unauthorized absenteeism

COMPETENCY CS-C

Job Title: All Custodial Staff

Job Competency: Comprehends the information contained in the *Right-to-Know Handbook for Custodial Assistants* with a minimum of 95 percent accuracy

Performance Objectives

1. Reads the *Right-to-Know Handbook for Custodial Assistants*

    1.1 Comprehends report format
        1.1.1 Follows such organizational devices as side headings, and bulleted lists
    1.2 Understands the vocabulary used in report
        1.2.1 Refers to glossary to locate definitions
    1.3 Decodes or possesses sight words, including, but not limited to:

potential	precautions	hazardous
toxic	chemicals	substances
chronic	suspected	explosive
reactive	carcinogens	irritants
corrosives	sensitizers	reproductive
acute	respirator	biohazardous
abrasions	solvents	asbestos
ventilation	combustible	alkalis

2. Explains how the "Right to Know' law affects own self and own job

    2.1 Internalizes data while reading
    2.2 Recognizes employees' rights
        2.2.1 Employer must provide health and safety training to workers who handle chemicals
        2.2.2 Employer must provide personal protective equipment (PPE)
        2.2.3 Employer must maintain records of employees and the chemicals with which they have worked
        2.2.4 Employee can ask for a Material Safety Data Sheet (MSDS) or chemical fact sheet
        2.2.5 Employee cannot be discriminated against for making a Right-to-Know request
    2.3 Verbalizes information in own language

COMPETENCY CS-D

Job Title: All Custodial Staff

Job Competency: Determines the correct dilutions and any necessary personal protective equipment for cleaning agents with a minimum of 90 percent accuracy

Performance Objectives

1. Uses proper personal protective equipment (PPE) whenever necessary

    1.1 Refers to "Dilutions and PPE for Cleaning Chemicals" sheet
        1.1.1 Locates PPE notation for each type of cleaning chemical listed on the sheet
        1.1.2 Indicates if PPE is needed and what specific PPE is called for
            1.1.2a Recognizes the following vocabulary:

gloves	goggles	rubber boots
required	concentrate	prolonged period

    1.2 Notes colored label affixed to all application bottles by supervisor

2. Mixes appropriate amounts of chemicals

    2.1 Refers to "Dilutions and PPE for Cleaning Chemicals" sheet
        2.1.1 Finds dilution ratio listed for chemical
    2.2 Converts ratios into measurements
        2.2.1 Knows the meaning of ratios written in a variety of forms: 50/50; 1:5; 4 oz/gal; 1 cup per mop bucket; and 60%, 30%, 10%
        2.2.2 Uses fluid measures (fluid ounces, cups, pints, quarts, gallons) and portions thereof
    2.3 Exercises good judgment when dilution can be adjusted for light-, medium-, and heavy-duty cleaning

COMPETENCY CS-E

Job Title: All Custodial Staff

Job Competency: Follows the instructions on a routine cleaning schedule with a degree of competence acceptable to immediate supervisor*

Performance Objectives

1. Refers to printed schedule to ascertain areas assigned to be cleaned

    1.1 Checks off each listed area as it is cleaned
    1.2 Double checks list to be certain that all assigned areas have been cleaned
    1.3 Complies with schedule variations
        1.3.1 Does rooms assigned to be cleaned on a specific day on the specified day

2. Communicates effectively with supervisor

    2.1 Politely asks for clarification when necessary
    2.2 Notifies supervisor if any problems arise

*Only the supervisor can evaluate how the worker performs this competency in actual practice. However, the tutor can determine how thoroughly the student understands the concepts through guided discussion or activities.

COMPETENCY CS-F

Job Title: All Custodial Staff

Job Competency: Follows correct procedures when working on weekends with a degree of competence acceptable to immediate supervisor*

Performance Objectives

1. Answers verbal questions regarding procedures for working on weekends, including who to contact upon arrival to work, the order in which buildings are to be cleaned, the sequence in which tasks should be completed, what to do in winter months, and who to contact if there are any problems

    1.1 Reads "Weekend Coverage" instruction sheet
    1.2 Internalizes information while reading
    1.3 Verbalizes in own language

2. Composes a weekend report

    2.1 Writes legibly using either manuscript or cursive
    2.2 Determines what information to include in the report
        2.2.1 Jots notes or mentally organizes summary of important data
    2.3 Clearly describes specifically what cleaning was necessary in each building and the approximate time it took to clean each building
        2.3.1 Avoids generalizations (i.e. "Everything was a mess.")
        2.3.2 Gives specific details (i.e. "The floor was covered with food and paper debris and needed to be swept and thoroughly mopped.")

3. Submits weekend report to appropriate person

    3.1 Knows to whom to submit weekend report

*Only the supervisor can evaluate how the worker performs this competency in actual practice. However, the tutor can determine how thoroughly the student understands the concepts through guided discussion or activities.

COMPETENCY CS-G

Job Title: All Custodial Staff

Job Competency: Locates information in *Procedures for Building Cleaning Maintenance* manual with a minimum of 90 percent accuracy

Performance Objectives

1. Refers to *Procedures for Building Cleaning Maintenance* manual to solve a variety of situations presented orally

    1.1 Uses table of contents
        1.1.1 Scans topics listed in the table of contents
        1.1.2 Locates page number for information needed
        1.1.3 Selects alternative topics if first source does not yield the necessary information

2. Interprets pictures and diagrams shown in the manual

    2.1 Describes actions shown in pictures
        2.1.1 Explains what diagram is depicting
        2.1.2 Indicates how to do the action orally (i.e. apply wax to a floor) OR
        2.1.3 Pantomimes the action shown

3. Performs written directions sequentially

    3.1 Follows lettered or numbered enumerations

4. Retrieves information from tables to answer questions from a variety of written scenarios

    4.1 Uses "Carpet Stain Removal" chart
        4.1.1 Determines the nature of the stain
        4.1.2 Finds stain type on the chart
        4.1.3 Refers to adjacent treatment section
    4.2 Refers to "Tile Stain" chart
        4.2.1 Determines the nature of the stain
        4.2.2 Finds stain type on the chart
        4.2.3 Refers to adjacent treatment section
    4.3 Ascertains how long it generally takes to perform different routine maintenance tasks from a table with leaders entitled "Estimated Cleaning Times"
        4.3.1 Follows leaders (dots) to locate coordinating information

5. Attends to special instructions

    5.1 Recognizes how important information and special instructions are shown in print

5.1.1 Boldface
5.1.2 Enlarged print
5.1.3 Boxed or otherwise separated from body of text
5.1.4 Indentions to indicate hierarchical structure

5.3 Knows that asterisks mean to refer to a footnote at the bottom of the page

COMPETENCY CS-H

Job Title: All Custodial Staff

Job Competency: Orders housekeeping supplies with a minimum of 95 percent accuracy

Performance Objectives

1. Notices that supplies are low

    1.1 Does not wait until an item is completely depleted

2. Fills out a Household Supply Request form

    2.1 Refers to the most current Housekeeping Supply List
        2.1.1 Obtains the exact product name to put on the "Description" line
        2.1.2 Orders the exact amount desired in the "No. Req." column
            2.1.2a Identifies basic unit for each item (i.e. qts, lbs, gal, oz)
            2.1.2b Uses basic unit when ordering (i.e. specifies three quarts instead of three bottles--even if each bottle is a quart)
            2.1.2c Does not use these terms: bottle, box, pail, bag, case, can or dozen
    2.2 Puts only one item on each line
        2.2.1 Separates related items (i.e. places 4' and 8' extended dusters on individual lines)

3. Submits Housekeeping Supply Request form to supervisor and head janitor for signatures

COMPETENCY CS-I

Job Title: All Custodial Staff

Job Competency: Gives professional opinion about a product used on a trial basis

Performance Objectives

1. Completes a Product Evaluation form

    1.1 Writes legibly using either manuscript or cursive
    1.2 Fills in the information requested in the blanks provided
    1.3 Indicates the date and location of product usage

2. Composes three paragraphs in response to printed questions

    2.1 Compares the product to similar products
        2.1.1 Judges based on prior knowledge
    2.2 States the shortcomings of the product
        2.2.1 Identifies specific faults
    2.3 Recommends whether or not to order the product
        2.3.1 Gives reason(s) for recommendation
    2.4 Demonstrates knowledge of the writing process
        2.4.1 Uses complete sentences that adhere to the rules of grammar
        2.4.2 Spells correctly, using a dictionary when necessary

JOB COMPETENCIES FOR GROUNDSKEEPING STAFF

COMPETENCY GS-A

Job Title: All Grounds Staff

Job Competency: Understands basic written vocabulary associated with profession with a minimum of 95 percent accuracy

Performance Objectives

1. Recognizes the following words embedded in print (i.e. equipment manual):

respirator	vibrates	disconnect
well-ventilated	throttle	herbicide
fungicide	pesticide	soluble
granule	aerosol	fumigant

   1.1 Uses context clues to unlock meanings
   1.2 Anticipates words based on prior knowledge and experience
   1.3 Uses a dictionary to locate words when other methods do not yield the answer
   1.4 Asks supervisor for clarification if other sources when necessary

COMPETENCY GS-B

Job Title: All Grounds Staff

Job Competency: Follows the directions to perform tasks on a computer printout entitled Work Order Sequence List with a degree of competence acceptable to immediate supervisor*

Performance Objectives

1. Does jobs in priority order

    1.1 Understands that the open date is the date that the work order was generated but that jobs are not done on a first come, first serve basis
    1.2 Scans the work orders for priority number if computer printout is unsequenced

2. Attends to the instructions given

    2.1 Notes the equipment and supplies when listed
    2.2 Plans time so that job is completed by the requested date and time

3. Makes appropriate decisions when specific orders do not provide details

    3.1 Ascertains exactly what needs to be done to prepare an area for a particular event
    3.2 Determines the equipment and supplies necessary to complete the task

4. Knows procedure to follow when clarification is needed

*Only the supervisor can evaluate how the worker performs this competency in actual practice. However, the tutor can determine how thoroughly the student understands the concepts through guided discussion or activities.

COMPETENCY GS-C

Job Title: All Grounds Staff

Job Competency: Follows the instructions listed on a Change form with a degree of competence acceptable to immediate supervisor*

Performance Objectives

1. Answers specific questions by referring to several different Change forms

    1.1 Compares the Original section with the Additions/New Information section
        1.1.1 Identifies the discrepancies
    1.2 Thoroughly reads the Comments/Additional Details section
    1.3 Attends to the Extra Equipment Needed section
    1.4 Ascertains whom to contact in the event clarification is needed

COMPETENCY GS-D

Job Title: All Grounds Staff

Job Competency: Prepares the grounds based on diagrams with a degree of competence acceptable to immediate supervisor*

Performance Objectives

1. Transfers information from diagram to actual property
    - 1.1 Interprets diagram
        - 1.1.1 Knows the abbreviations for feet (') and inches (")
        - 1.1.2 Utilizes scale (i.e. 1" = 10 feet) when given
    - 1.2 Demonstrates proficiency in marking off land areas
        - 1.2.1 Aligns diagram with land area by referencing a geographic direction
            - 1.2.1a Determines north on the diagram
            - 1.2.1b Ascertains north on the field
        - 1.2.2 Uses a tape measure
            - 1.2.2a Understands yard, feet, and inch increments
            - 1.2.2b Reads tape measure accurately
        - 1.2.3 Snaps a chalk line to maintain precision of lines and angles
2. Shows good judgment
    - 2.1 Knows when to ask for clarification
    - 2.2 Knows who to ask for clarification

*Only the supervisor can evaluate how the worker performs this competency in actual practice. However, the tutor can determine how thoroughly the student understands the concepts through guided discussion or activities.